

## **COVID-19 UPDATE**

We are excited to announce we are now open! Please review the safety protocols we have put in place to keep you safe during your visit to River Heights Eyecare.

### **Patient Triage**

We will be implementing a number of protocols to protect the health and safety of our patients and staff. Some of the protocols are as followed:

- COVID screening via telephone at the time of booking an appointment. If any symptoms are present, we will ask that the patient stay home and we will reschedule your appointment.
- Patients, staff, and optometrists must all wear masks while in the clinic. Masks will be provided if patients don't have one.
- We encourage that only the patient having the eye exam come into the office. If needed, one companion can join you.
- We will be limiting the number and types of appointments per day to allow enough time between patients for proper disinfection and sanitation of our space.
- To protect our patients and staff during eye exams, we have installed breath shields on the pupilometer, phoropter, and slit lamp, and will keep physical distancing during the exams.
- We have installed a plexiglass barrier at the front desk to ensure maximum protection and offer contactless purchase via tap.

### **Patients In-Office**

- Patients are required to use hand sanitizer when entering the building.

- Patients are asked again in office if they are showing any symptoms or have been in contact with someone that might be, if they answer yes they will be told to please return home and we will reschedule their appointment.
- We request that a distance of 6 ft/2 m is kept at all times when possible. The reception seating area is rearranged to facilitate this.
- We have removed all possible shared items in the reception area, including magazines, children's toys, advertising materials, etc.
- We are sanitizing the reception area, dispensary, pretest equipment, and exam room between each patient. We wipe down any patient area, including counters, doorknobs, and frequently touched areas. We disinfect frames with caviwipes/warm water and soap after a patient touches them.

Thank you!

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