



# COVID POLICY AND PROCEDURES IN-OFFICE VISITS

## *INSTRUCTIONS FOR OUR PATIENTS*

For the protection of our patients, we are moving to a “Minimum Contact” model of patient care from here forward. This requires that all patient care functions that can be managed without direct in-office contact be done beforehand. We have initiated a series of steps to ensure extraordinary safety for our patients and staff, and ask that you carefully review and adhere to the following measures

***With these measures in place we are confident that our office is at least as safe as your own home, and certainly much safer than the grocery store!***

### Before your visit:

You will be asked to complete or review a computerized intake form which will collect all demographic, insurance, and medical information including your COVID status. We apologize in advance if you have previously provided this information to us, but now that we are collecting this information electronically it will be necessary for you to update this for us. Please feel free to reach out to our staff if you encounter any problems or issues with this process., Additionally, you will be required to provide a credit card number to bill for all out of



pocket expenses. We will not be collecting any payment in the office and can only accept credit card payment in advance at this time.

Once these steps have been completed, we will make arrangements with you for a pre-visit phone call or virtual visit with an ophthalmic technician who will go over your presenting eye problem and your general health and medications. The technician will then confer with your doctor to determine what tests will be performed, if any.

Only after the completion of all of these steps will you be ready and permitted to come into the office and meet with the doctor and/or staff. This process is necessary to ensure that your visit to our office is as safe, quick, and efficient as possible.

## Our staff is taking the following precautions to ensure your safety:

- Changing into clean scrubs and shoes upon arrival in the office. The staff brings these to and from the office in a sealed bag to avoid contamination
- Submitting to COVID testing
- Wearing medical grade masks and gloves at all times
- Handwashing and/or using hand sanitizer upon patient arrival and between patients
- Changing their gloves between each patient
- Employing the use of a “sneeze guard” between our reception area and patient waiting area
- Carefully regulating entrance and exit into and from our office

## When you arrive in the office:



***Please do not bring anyone with you.*** You must come in alone and be able to walk on your own to minimize exposure. If this is impossible for you please contact our office to see what arrangements can be made, if any.

You will be called to come into the office vestibule at the appointed time. ***Please do not enter the office prior to your appointment time.*** We will do our best to adhere to a “no wait” policy. If you arrive early, please wait outside the office or in your car. Upon your arrival there will be a sign with step by step instructions.

You will use hand sanitizer and put on new gloves and a mask. ***If you arrive with a mask on, please remove it and put on a new one.***





The automatic door will be opened **by office personnel** and your temperature will be taken with a “temperature gun” from a few feet away.

***You will be brought directly to an exam room*** where the examination and any tests will be conducted.

***You will leave the office as soon as the examination and testing are completed.***

If a detailed discussion is needed, the technician or doctor will contact you ***to discuss findings, treatment recommendations, and schedule follow-up visit by phone or virtual visit.***

***We are confident that these policies will allow for a safe and efficient visit with our technicians and doctors. Should you have any questions, we encourage you to email our office at [office@eyesurgery.org](mailto:office@eyesurgery.org) or call us at (212) 517-4500 or (516) 466-8989. Additionally, you can text us at (516) 466-8989. We appreciate your cooperation!***