

# Coronavirus (Covid-19) Policies

We hope you and yours are healthy during these challenging times.

Monitoring and maintaining eye health is important to your overall health. During these conditions we want you to feel confident and comfortable visiting our office for your eye care appointments. Our team has been trained and has implemented safety measures as mandated by the state and in accordance with best health practices from the American Optometric Association (AOA) and the U.S. Centers for Disease Control and Prevention (CDC).

## New Safety Measures

We are requiring all patients, team members and visitors to wear a face-covering.

All patients, team members, and visitors will be screened and have temperatures taken. If you have a loss of taste, fever, cough, shortness of breath, other COVID-19 symptoms or known exposure to an individual who had Covid-19 within the last two weeks, we ask you to contact the office before your appointment to reschedule.

To comply with social distancing guidelines, please call the office from the parking lot when you arrive for your appointment. We will ask you some health screening questions, remind you to wear your mask and will take your temperature when you arrive at the front desk.

Only patients, or patients plus one critical caregiver, are allowed into an appointment.

We will ask you to wash your hands or use hand sanitizer upon arrival. Hand sanitizer will be available in all areas of the office.

We have added time between appointments to allow for sanitizing and to keep patient volume low.

Team members will perform regular hand hygiene, use masks, as well as continually clean and sterilize all high-touch surfaces, and common areas.

Exam rooms and equipment will be cleaned before and after every patient according to CDC guidelines.

All eyeglasses, frames, and tools used will be disinfected with UV-C sterilization.

We have implemented contactless payment methods to reduce germ spread via pens and currency.

All flyers, brochures, displays, toys, and magazines have been removed from the waiting and exam rooms.

Patients who want to utilize curbside service to pick up eyeglasses or contact lenses can call the office when they are in the parking lot and a staff member will meet them at their car.

Our main concern has always been and continues to be the safety and well-being of our patients and staff. If you have any questions or concerns, contact us at any time.

Thank you and we look forward to seeing you soon!

**The Chicopee Eyecare Team**