

To our valued patients:

Over the past few weeks, the coronavirus pandemic has resulted in dramatic changes to all of our lives. Like many of you, we are monitoring events closely, and we share your concerns. We want to reassure you that as we continue to provide the highest quality eye care available, we are doing everything we can to keep you from being exposed to coronavirus while you are in our care.

What is COVID-19?

COVID-19 is a respiratory illness caused by coronavirus. It spreads very easily from person to person, both through the air (from coughing, sneezing, or talking) and by touching contaminated surfaces. COVID-19 has the potential to be severe, and it can be life-threatening.

What steps have we taken to keep COVID-19 from spreading in our offices?

Our goal is to keep anyone carrying coronavirus out of our offices. We do that by:

- Checking the temperature of everyone who enters our offices, including staff, every day.
- Asking patients to answer a short questionnaire about COVID-19 symptoms when they arrive.

Since not all COVID-19 carriers show any symptoms, we also:

- Expect all physicians and staff to wear N-95 masks at all times.
- Ask all patients to wear a mask covering their nose and mouth while in our offices.
- Use hospital-grade disinfectant to clean all surfaces and instruments after every patient.
- Require every staff member to clean their hands after every patient contact.

To observe social distancing guidelines, we are reducing the number of people in our offices by:

- Making urgent and emergent eye problems our top priority.
- Delaying non-urgent visits for now, until the risk of COVID-19 is lower in our community.
- Asking friends and family members to stay home or wait outside (unless their help is needed).
- Offering telemedicine (phone or computer-based doctor visits) when appropriate.

For those with a scheduled visit, you will be contacted by our staff for a pre-visit screening to gather necessary information to reduce your time spent in the office, and allow for more efficient time spent with your doctor.

We are continuously working on more ways to reduce your risk in our offices and appreciate your suggestions.

What you need to know as a patient:

- If your appointment or surgery is canceled, please accept our sincere apology for the inconvenience. We do not take this lightly, and we will call you to reschedule as soon as we can.
- If we *do not* cancel your visit within 24 hours of your appointment time, your physician has determined you should keep it. Please let us know if you want to keep or reschedule your appointment.

As your eye care specialist, we care about the well-being of your eyes *and* your overall health. We will continue to do everything we can to provide you with top-quality eye care while also doing our part to stop the spread of coronavirus in our communities. Be safe and contact us if you have any questions.