



COVID-19 Patient Protocol (effective 5/4/20)

We are committed to helping protect the health and safety of our patients and employees. We continue to monitor the changing COVID-19 situation and are complying with federal, state, and local mandates and guidelines. Please review our new office requirements for all patients during this crisis.

More than ever before, it is crucial that you show up on time for your appointment. If you are running late, we may have to reschedule you to another day and/or time.

If you cannot keep your appointment, please let us know ASAP! Our office has been closed for 7 weeks and we are now reducing the number of patients we see each day to help maintain proper social distancing. Another person will want your coveted appointment slot.

If you are a new patient, fill out and sign our *2-page Welcome Form*, the *HIPPA Privacy Policy Receipt*, and the *COVID-19 Consent Form* prior to your appointment and email it back to us.

The County of San Mateo mandate requires you to bring and properly wear your own mask or cloth face-covering. No exceptions!

Please come to your appointment alone (no accompanied visits unless absolutely necessary).

Call or knock on the door when you arrive. Please relax outside or in your vehicle until we notify you to come in.

Before entering the office, you will be screened for any COVID-19 symptoms and your forehead temperature will be measured using a non-contact device. If you are experiencing any viral symptoms and/or your temperature reading is at or above 100.4 degrees, we will have to reschedule your appointment.

You will be asked to clean your hands with sanitizer and/or soap and water during your office visit.

Try to limit excessive conversation during the pre-testing, examination, and frame selection.

During this pandemic, strongly consider *Optomap* retinal imaging in lieu of standard pupil dilation.

During your frame selection, please “look with your eyes and not with your hands” before handling a frame. We will personally assist you during this process. Any frame that you touch will need to be disinfected before being placed back onto the optical display.

Welcome to the “new normal.” We want to be efficient with your time here while limiting your exposure in the office. Thank you for your understanding and cooperation in helping us maintain social distancing and prevent the spread of the coronavirus.