

PERSONALEYES VISION CARE COVID-19 POLICIES

Updated 05/19/2020

Our goal is to keep our patients and our staff safe. We have established these policy statements based on recommendations from the CDC, the State of Michigan, and the Michigan Optometric Association.

Our office is open for scheduled appointments and necessary optical services.

Thank you for your patience, and please understand that these policies are to protect everyone in our office, both patients and staff.

Prior to Arrival

- Have you traveled in the last 14 days? Have you had known exposure with someone with COVID-19, or have you exhibited known COVID-19 symptoms in the last 48 hours? (Cough, fever, shortness of breath). --If YES to these questions, your appointment must be re-scheduled.
- Please wear a mask. **All patients are required to wear a mask** or face covering while they are in the office. If you arrive without a mask, we have disposable masks available for you, but we ask for a \$5 donation to D.A. Blodgett/St John's Home.

In the Office

- We are limiting the number of persons who enter our facility.
- Our office door is kept locked. Please call or knock when you arrive if a staff person has not noticed you.
- Staff will ask you the screening questions and ask you to use hand sanitizer. You will be escorted to a clean examination room.
- Patients must come in alone with the exception of minor children. All others must wait outdoors or in the vehicle. No one is allowed to wait for patients in the waiting area.

Selecting Glasses

- The optical staff will assist you in selecting glasses. Please keep in mind that all glasses frames that you touch or put on your face must be and will be cleaned prior to placing back on the displays. There is a container on the counter to place the "dirty" glasses frames.

Dispensing Glasses and Contact Lenses

- Glasses and contact lenses will be dispensed either in the foyer, or, if you prefer, in your vehicle.

Staff Protocols

- Staff members are requested to call their supervisor if they are feeling ill, having COVID-19 symptoms, or if they have come in contact with someone with known COVID-19.
- Staff will be wearing a mask and follow CDC “Hand Hygiene in Healthcare Settings Guidelines” whenever they are working with patients.
- Staff are required to wash hands or use hand sanitizer before and after each patient encounter.
- Staff are required to maintain social distancing.

Cleaning Protocols

- Each examination room is sanitized after every patient encounter. This includes examination chairs, counter tops, keyboard and mouse, refractor forehead rest, microscope chin rest and any other surface that patients may have touched, including pens and door handles.
- There are no magazines, books, brochures or toys in the waiting area.
- Pens are sanitized after each use by patients.
- All surfaces and counters are cleaned between patients.

During the Shut Down period, our office was thoroughly cleaned, every surface from top to bottom. We had the carpets cleaned. We painted the entire office with fresh bright new colors.

We are excited to have you back!