

# COVID-19 Practice Guidelines

We have significantly increased sanitation efforts in the office. While we have given every precaution, there is still a risk. We give each patient the choice to be seen and therefore will be submitted to a health screening upon entry.

- Our office staff will wear masks and gloves for both your and our protection at times where we cannot social distance. We will not provide patients with gloves or masks but you are welcome, even encouraged, to bring your own.
- We have a hand sanitizer station in the office for you to use prior to being seen. Your temperature will be taken with a noncontact thermometer and if you are showing a fever we will ask you to reschedule your appointment for the protection of our staff and other patients.
- We ask that if you are sick, please do not come into the office.
- If you are sick and have a serious enough ocular emergency you will be referred to the nearest hospital for treatment.
- We are limiting our schedule - to keep to a minimal the number of patients in the office, we ask that patients not bring anyone with them into the office unless circumstances require it.
- Within the office, we will be practicing social distancing. This includes limiting the overall amount of discussions to essential elements during the exam process.
- If glasses are needed, we request patients not roam the optical but to stay in your designated station. The opticians will bring select frames to you, based on your style preferences, to minimize patients handling frames. Afterwards, every pair that has been handled will be thoroughly sanitized.
- We disinfect every counter surface and everything that is come into contact after all encounters.

**Telehealth:** When you call into the office with an eye issue our staff and doctors are working diligently to triage the situation and decide what is best for each patient. We are screening each patient for symptoms of COVID-19 and/or any recent exposure to anyone who has had symptoms. When possible, we are offering a virtual exam to determine a diagnosis and to formulate a treatment plan. These visits are called “telehealth” visits and are now billable to most medical insurances.

**Ocular Emergency:** An ocular emergency is any ocular issue that requires a trip to our office. You will be greeted at our door by a staff member who will ask again that you have not had any recent COVID-19 type symptoms and that you have not been exposed to anyone who has. We may check your temperature and ask that you sanitize your hands before proceeding with the examination. \*\* If you have symptoms of COVID-19 and have an ocular emergency, you will be referred to the nearest hospital for treatment.

**Non-emergency:** In order to ensure the safety of our staff, doctors, and patients we are asking that those picking up products/ eyeglasses/ contact lenses wait outside the door. We will deliver the item(s) to you! If you are having eyeglasses repaired, we will ask that you wait outside while we make the repair. We are offering free shipping for eyeglasses and contact lenses during this time.

We thank you for your understanding. We hope you all stay healthy and hope to see you all soon!

Dr. Huffman, Dr. Rich, Dr. Habig & Staff