



COVID19 REOPENING PROTOCOLS AND SAFETY GUIDELINES

OFFICE ENVIRONMENT

1. Remove Non-Essential Items
 - a. Magazines, brochures, frame literature
 - b. Coffee Bar: use only disposable products (paper cups/loose tea/etc)
 - c. Coffee Bar: only employees should handle coffee bar items and prepare coffee/tea for pts (please do not allow pts to handle or touch coffee machine or bar items)

2. Restrict Entry for Non-Appts
 - a. Except for minor children or pts that need special assistance, only scheduled pts should present in-office for appts
 - b. If parent presents with multiple children for multiple appts, and if appropriate, consider checking in first child then waiting outside or in vehicle with remaining children until technician is ready for next appt (we will call on cell phone to summon back up for next appt)
 - c. Parents/spouses/friends without appts should wait outside or in vehicles to limit the exposure and number of people in the office at any time

3. Restrict Deliveries and Sales Reps
 - a. No one should enter beyond the front desk without express permission and guidance from the staff
 - b. Deliveries may be dropped at the front desk and distributed by staff
 - c. Sales reps (medical, contact lenses, frames) need to scheduled appts for in-office visits at doctor/staff discretion only
 - d. Staff should accompany sales reps, with documented appointment, in-office and follow all protocols and safety guidelines during and after encounter

4. Reduce Pt Appts and Encounters
 - a. Consider calling to get chief complaint ahead of time, maybe even review med hx, etc.
 - b. One appt per hour per doctor; if two doctors, stagger templates by 30mins
 - c. Consider curbside optical dispensing, or dispensing by appt only
 - d. Designate distancing markings on floor near check-in
 - e. Space waiting chairs 6'+ apart and ask pts not to sit near other waiting pts
 - f. Ask pts not to stand or browse in optical within 6'+ of other pts

- g. After check-in, if pts prefer to wait in vehicle until technician is ready to pre-test, we will call on cell phone to summon them back in

OFFICE STAFF

1. Check all employee temperatures upon presenting to work and document time
 - a. If temperature is above 100.4* (CDC guideline for low-grade fever), may not present to work
2. Minimize jewelry, including watches, bracelets, necklaces (COVID19 is know to adhere to metals longer than most other surfaces)
3. Absolutely no food or drinks outside of the staff lounge
4. Consider tying long hair back in a ponytail
5. Provide PPE for all employees
 - a. Masks (*mandatory, must be worn at all times)
 - b. Gloves (*optional, proper hand washing with soap is best)
 - c. Eye Protection (*optional)
 - d. Hand Sanitizer
 - e. Disinfectant Spray/Wipes
6. FRONT DESK: train sanitation procedures for pt check in
 - a. Maintain a 6'+ distance from patients and employees as much as possible
 - b. Wash hands for 20+ seconds between every pt encounter
 - c. Sanitize pens/clipboards between each pt encounter
 - d. Wipe down all hard surfaces at employee workstations after every pt encounter
 - e. Rotate employees at front desk throughout the day
 - f. Restroom checks/cleaning as needed throughout the day
7. EXAMS: train sanitation procedures for pt exams
 - a. Maintain a 6'+ distance from patients and employees as much as possible
 - b. Wash hands for 20+ seconds between every pt encounter
 - c. Wash hands for 20+ seconds every time you enter/exit an exam room
 - d. Wipe down pre-test equipment and hard surfaces after every pt encounter
 - e. Wipe down exam room equipment and hard surfaces after every pt encounter
 - f. Wipe down all hard surfaces at employee workstations after every pt encounter (counters, keyboard, mouse, chair arms, etc)
8. OPTICAL: train sanitation procedures for optical encounters/dispensing/frame viewing/handling
 - a. All opticians will be trained to use the M'EyeFit system on all patients, please avoid the pupilometers
 - b. Maintain a 6'+ distance from patients and employees as much as possible
 - c. Wash hands for 20+ seconds between every pt encounter
 - d. Wipe down dispensing tables/bars and hard surfaces after every pt encounter
 - e. Wipe down tools after every repair/adjustment when tools are needed

- f. Frame Viewing/Handling: employee with pt at all times; after frame is handled place directly in collection tray (not back on shelf); employee to sanitize each frame prior to placing back on shelf
- g. Frame Viewing/Handling: if pt wants to try on frames w/o masks, offer interview room w/mirror to try on by themselves, when done bring products back to dispensing table w/optician
- h. Wash hands for 20+ seconds after sanitizing and reshelving frames
- i. Wipe down all hard surfaces at employee workstations after every pt encounter (counters, keyboard, mouse, chair arms, etc)

PATIENT COMMUNICATION

1. Communicate new protocols and safety guidelines to pts when scheduling appts
 - a. Use of PPE and sanitation procedures by employees
 - b. Use of PPE by pts (prefer pts to bring their own, office will provide limited masks/gloves)
 - c. Entry restrictions regarding non-appt parents/spouse/friends
 - d. In-Office signage with office protocols and safety guidelines
 - e. Office reserves the right to reschedule pts for refusal to wear PPE or adhere to office protocols and safety guidelines or answering in the affirmative to any COVID19 Symptoms Questionnaire
2. COVID19 Symptoms Questionnaire
 - a. Have you tested positive for COVID19?
 - b. Have you had contact with anyone testing positive for COVID19 within the last 14 days?
 - c. Are you running a fever or a temperature above 100.4* (CDC guideline for low-grade fever)?
 - d. Are you having any trouble breathing?
 - e. Are you experiencing any of the following symptoms: coughing, sneezy/runny nose, muscle/joint pain, and/or any recent loss of taste/smell?
 - f. Pt must r/s appt if answering affirmative to any question.
 - g. Pt to sign attestation upon arrival for appt and temperature recorded
3. Pts that have 'recovered' from COVID19
 - a. One study suggests viral shedding can last up to 6 weeks (approx 40 days)
 - b. If less than 6 weeks (40 days) 'recovered' from COVID19, only schedule for emergency eye care
 - c. If more than 6 weeks (40 days) 'recovered' from COVID19, then okay to schedule and follow normal protocols and safety guidelines
4. Provide full transparency to any pt requesting sanitation protocols and safety guidelines.

PATIENT CHECK-IN PROCEDURE AND CLINICAL ENCOUNTER

1. All appts and dispenses must check in at front desk first
 - a. Ask pts to space 6'+ apart (designate distancing markings on floor)

- b. Multiple Pts: when pts present at same time keep upstairs gate closed (unlocked), floor markers at top of stairs around coffee bar and mezzanine landing w/signage to social distance
- c. Temperature checked and questionnaire completed before further entry
- d. If pts prefer to wait in vehicle until technician/optician is ready, we will call on cell phone to summon them back up for appt
- e. If pts prefer to wait in-office, ask them to sit 6'+ apart and not to stand near other pts browsing optical

2. Clinical Encounters

- a. Tech to call patient in car to get history before patient comes in
- b. Tech to pre-determine waiting pt and only address that pt
- c. Document temperature and questionnaire responses in EHR
- d. Ask pt to speak as little as possible during slit-lamp exam
- e. Inform pt that doctor will speak as little as possible during slit-lamp exam
- f. No auto-refraction or visual field screens, unless new patient or specified by doctor (e.g. Glaucoma workup, etc.)
- g. No iCare or Goldman tonometry, unless new patient or specified by doctor (e.g. Glaucoma workup, etc.)
- h. No dilated exams, present ADT as only option to all pts, okay to comp Optomap if necessary
- i. Try to finalize all Rx's on same day of service
- j. Try to limit return visits (DFE's, additional testing, follow up appts) to the most necessary and essential appts
- k. Doctors to consider Telehealth appts for return visits (medical follow ups, symptom follow ups, medicinal treatment follow ups, etc)
- l. Provide full transparency to any pt requesting sanitation protocols and safety guidelines

PPE & SANITATION ITEMS

- floor markers for 6'+ distancing
- signage for front door, mezzanine, and parking lot
- face coverings/masks
- face shields/goggles (*optional)
- gloves (*optional)
- hand sanitizer
- disinfectant wipes
- disinfectant spray
- isopropyl alcohol 70% wipes
- toilet paper restrooms
- paper towels counters + restrooms
- paper coffee cups & disposable coffee/tea items



COVID19 PATIENT QUESTIONNAIRE

1. Patient Temperature: _____ (guideline for low-grade fever is 100.4*)
2. Yes / No: have you tested positive for COVID19?
3. Yes / No: have you had contact with anyone testing positive for COVID19?
4. Yes / No: are you having any trouble breathing?
5. Yes / No: are you experiencing any of the following symptoms:
 - a. Coughing?
 - b. Sneezing or runny nose?
 - c. Muscle or joint pain?
 - d. any recent loss of smell/taste?

****If patient has a temperature of 100.4* or higher, or if they answer 'Yes' to any of the questions above, then we must reschedule appointment to a later date.****

I attest that the above stated answers are true and accurate to the best of my knowledge.

Patient Name

Date