

NOTE: Below is a sample letter to patients, explaining changes in office procedure during the Re-Opening process. This is intended to be an outline of areas to consider and edit/tailor to meet your individual situation. Special thanks to Dr. Bob Salchak of Colony Eye Care Center, for permission to post.

Dear **(Name)** Patient,

We hope everyone has stayed safe during this unprecedented pandemic. We wanted to communicate regarding our plan to slowly start to reopen. We've been offering emergency care for urgent medical needs, along with curbside service for contact lens and glasses pickup. We'll continue those services, and will be re-opening **(Day, Month, Date)** to begin offering other essential care.

We will begin seeing patients with medical conditions that need timely evaluation, such as glaucoma, diabetes, and macular degeneration. We'll also see patients that are having significant problems with glasses (including broken glasses) and contacts, such as, blurred vision, discomfort, headaches, etc. We'll add in routine and well visits when local and state government leaders allow us to transition into more normal services. Please be patient as the volume of visits we can see will be limited based on safe social distancing practices.

The safety of our patients and staff is our number one concern, and we're taking every precaution to ensure as safe of an environment inside our offices as possible. There will be a number of requirements that most of you have already seen with visits to other business and services.

Here is a list of those requirements:

- Regardless of the reason, every patient entering our offices will need to have a face mask or cover. Please plan to provide your own. We also encourage you to wear disposable gloves if you have them.
- Only the scheduled patient will be allowed unless needing assistance from a guardian or caregiver. Please no additional family members.
- For all patients with exams or seeking other services, please call the office when you arrive, and wait in your vehicle until given permission to enter. One of our staff will open the door for you.
- Upon entering, your temperature will be taken, and you'll be asked a series of screening questions. A temperature of 99.5 or above will be asked to reschedule, or not be allowed to enter if you are planning to pick something up.
- Once cleared by the screener, patients will be escorted to a restroom to wash their hands. We also ask that you limit touching anything in the office as much as possible.

- Patients scheduled to see the doctor will be called the day before their appointment to take as much history, reason for visit, etc. as possible to reduce their time in the office during the exam.
- We ask that any forms that need to be filled out be done electronically, and we will limit paper use in the office.
- If looking at glasses in the optical, we ask that our opticians be the only ones to handle the frames.

We have added extra cleaning and disinfecting practices that will be continually performed in common areas in the office. All frames that are touched will be disinfected before being put back on the display boards.

Drs. **(X, Y and Z)** will be seeing patients in our **(#1)** office, and Dr. **(A)** will see patients in our **(#2)** office. Each office will be limited to only one doctor and a smaller staff to respect social distancing until further notice. Once we begin to stage/add in more routine services, it may be a shorter wait for **(#1)** location patients to be seen in our **(#2)** location.

Our office hours will be changed slightly during this transition time. We'll be open in our **(#1)** office **(M-F from _am to _pm)**, and our **(#2 office M-F from _am to _pm)**. We are suspending Saturday hours for now, but they may be added back at another time.

We look forward to seeing all of you back as soon as possible. Please be aware that initially there may be a higher volume of patient inquiries by phone, and we'll return calls as soon as we can.

Regards,

The **(Practice)** Team