

# Procedures and Protocols For In Office Appointments

As of 05/14/2020

Wichryk Eye Associates 610.965.1800

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We at Wichryk Eye are excited to again see our family of patients in a SAFE office with new protocols. COVID-19 (coronavirus) has changed our way of life and our way of practicing eye care. We have adapted to the new reality and would like to make you aware of the steps we have taken to protect our patients and staff and what you can expect during a visit to our office.

**\*\*In order to maintain control of the number of people in the office, our doors will be locked. All services provided will require an appointment, this includes all optical services.\*\***

## When scheduling an appointment over the phone:

1. You will be asked a general COVID 19 questionnaire.
2. You will be reminded to wear a mask while in the office.
3. We will update your general information.
4. We will update your insurance information, both medical and vision
  - a. Please have this information readily available

Collecting this information will reduce your time in the office.

**\*\*A day or two prior to your doctor appointment, you will receive a call from a team member to review your health history. If you miss the phone call, please call 610-965-1800 x 104\*\***

## When you arrive to our office:

1. Please remain in your car and call into the office, 610.965.1800
2. You will be asked the COVID 19 questionnaire again.
3. For Doctor Appointments:
  - a. A team member will review any related paperwork/fees and you will sign in office.

For Optical Appointments:

- a. An optician will be notified of your arrival.
4. Once our team member is ready for you, they will meet you at the front door.
5. Only the patient will be admitted inside, all others must remain in the car.
  - a. Exceptions: a parent with a minor or someone to assist a patient who needs help with mobility or language
6. You must be wearing a mask to enter our office. This is for your safety as well as our safety. This applies to those ages 2 and older unless a medical condition does not allow.
7. You will be asked to use hand sanitizer, even if you have clinical gloves on.
8. You will have your temperature taken. The CDC definition of fever is a temperature at or above 100.4 degrees F.

All Wichryk Eye team members will be screened before each work day, wearing masks and some will have face shields depending on the interaction. In order to maintain social distancing, all patients for all services are seen by appointment only and minimal chairs are in the reception area and optical. Enhanced disinfection of our office is performed before and immediately after every patient interaction.

Thank you for your cooperation in helping us maintain a safe environment for our patients, staff and doctors. We look forward to seeing you again!

**\*\* We do offer curbside service for some services. \*\***