



COVID19 REOPENING PROTOCOLS AND SAFETY GUIDELINES

OFFICE ENVIRONMENT

1. Remove Non-Essential Items
 - a. Magazines, brochures, frame literature
 - b. Declutter counters only allow mirrors to be displayed

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 (Adjustments/SCL training need appt times)
 - b. If parent presents with multiple children for multiple appts, and if appropriate, consider checking in first child then waiting outside 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 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 in-office and follow all protocols and safety guidelines during and after encounter

4. Reduce Pt Appts and Encounters
 - a. One appt per hour per doctor for the first week.
 - b. Consider curbside optical dispensing, or dispensing by appt only
 - c. Designate 'X' markings on floor
 - d. Space waiting chairs 6'+ apart and ask pts not to sit near other waiting pts
 - e. Ask pts not to stand or browse in optical within 6'+ of other pts
 - f. After calling to check-in, if pts prefer to wait outside 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
 - a. If temperature is above 100.4, may not present to work
 - b. Temperature will be rechecked after 10 mins if first reading is high and employee is asymptomatic
 - c. Must complete COVID-19 Questionnaire
2. Provide PPE for all employees
 - a. Masks
 - b. Gloves (Cleaning)
 - c. Eye Protection(Glasses or Goggles)
 - d. Hand Sanitizer/ Pure & clean
 - e. Disinfectant Spray/Wipes
 - f. Scrubs and clinic clothes must be laundered and changed daily.
3. EXAMS: train sanitation procedures for pt exams
 - a. Wash hands for 20+ seconds between every pt encounter
 - b. Wash hands for 20+ seconds every time you enter/exit an exam room
 - c. Wipe down pre-test equipment and hard surfaces after every pt encounter
 - d. Wipe down exam room equipment and hard surfaces after every pt encounter
 - e. Wipe down all hard surfaces at employee workstations after every pt encounter (counters, keyboard, mouse, chair arms, etc)
4. OPTICAL: train sanitation procedures for optical encounters/dispensing/frame viewing/handling
 - a. Wash hands for 20+ seconds between every pt encounter
 - b. Wipe down dispensing tables/bars and hard surfaces after every pt encounter
 - c. 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.
 - d. Wash hands for 20+ seconds after sanitizing and reshelving frames
 - e. 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 (bring their own or office will provide)
 - 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...?
 - c. Are you running a fever or a temperature above 100.4...?

- d. Are you having any trouble breathing...?
 - e. Are you experiencing any of the following symptoms: coughing, sneezing/runny nose, and/or muscle/joint pain...?
 - f. Have you travelled outside the US in the past 30 days...?
 - g. Have you travelled outside of CA in the past 30 days...?
 - h. Pt must r/s appt if answering affirmative to any question
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 pt appts and dispenses must check in at front desk first or call to check in from outside the office
 - a. Ask pts presenting at same times to space 6'+ apart (designat 'X' markings on floor...?)
 - b. Temperature checked and questionnaire completed before further entry
 - c. If pts prefer to wait outside until technician/optician is ready, we will call on cell phone to summon them back up for appt
 - d. If pts prefer to wait in-office, ask them to sit 6'+ apart and not to stand near other pts browsing optical or to sit near other pts waiting for pre-test
 - e. Pt must be given hand stanitizer/ pure & clean when entering/ checking out of the office
 - f. All patients walking into the office must be recorded with a time stamp.
1. Clinical Encounters
 - a. Technicians to pre-determine waiting pt and only address that pt
 - b. Ask pt to speak as little as possible during slit-lamp exam
 - c. Inform pt that doctor will speak as little as possible during slit-lamp exam
 - d. Try to finalize all Rx's on same day of service
 - e. Try to limit return visits (DFE's, additional testing, follow up appts) to the most necessary and essential appts
 - f. Consider Telehealth appts for return visits (medical follow ups, symptom follow ups, medicinal treatment follow ups, etc)...?
 - g. Provide full transparency to any pt requesting sanitation protocols and safety guidelines

MASK USE GUIDELINES

1. All patients and employee entering the practice must wear face mask at all times.
 - If mask should be used for that day becomes wet, soiled or need to be changed for alternated PPE.
 - All patients and employee must wear mask with any face to face contact

GUIDANCE REGARDING LOBBY DISINFECTION

1. Reminders:
 - COVID-19 is spread via droplets that travel about 6 feet from the source.
 - Give patient a mask ASAP is one of our best defenses
2. Front office Areas:
 - Have hand sanitizer at the front desk should be kept in view
 - Offer hand sanitizer to all patients as they register
 - For cleaning our regular disinfectant work fine. End of day cleaning is sufficient. Except for ceilings, all horizontal surface in the clinic should be wiped down at the end of the day
 - Throw away all magazine
3. Cleaning and Disinfecting: Every staff member must be vigilant to ensure these actions are being done every day as part of their normal patient care routine.
 - Cleaning products to be used for all routine patient contact surface.
 1. Examples include- all countertops, doorknobs, chairs, are rests, table tops of equipment (slitlamp/optos/AR)
 - Front desk and public counter tops should be cleaned every 30-40 mins/ **BETWEEN EVERY** patient
 - Cleaning products (Caviwipes/ pure & clean/ 75% isopropyl alcohol whips) are to be used to **BETWEEN EVERY** patient.
 1. Slit lamp chin rest/ phoropter should be recleaned in front of patient and told that the room was disinfected
 2. Wipe down all counter tops, doorknobs, surfaces
 3. Pens provided for patient use (do not share pens w/patients) should be wiped down/disinfected
 4. Disinfect the counter, exam room chairs, office phones, keyboards and counters
 5. Disinfect the chairs and/or armrest in the waiting room