

In these strange and uncertain times of quarantine, we completely understand that our patients might be feeling a bit hesitant to venture back into outside life. We want to alleviate any worries you might have. We share your concerns and have dedicated ourselves to ensuring that our clinic is ready to reopen safely.

To those ends, for the foreseeable future there will be some changes to our office protocols, including:

- **Modified schedule** – we will slowly build our schedule with an eye towards compressing our hours and limiting the number of patients in the office at any given time
- **Limitation on number of persons accompanying the patient** – patients are now limited to bringing only one other individual with them to their appointment. We ask that our adult patients arrive solo whenever possible, and we ask that only one guest (and no siblings) accompany our patients under 18
- **Temperature check at check-in** – we will now do a quick temperature check on all patients and guests
- **Wear a mask** – we are now implementing mandatory masking for all patients, visitors, and staff. Staff also have additional PPE for use as needed, including face shields
- **Propped open doors to our main office and vision therapy room** – this will help reduce the number of door handles our patients and visitors touch
- **Flexibility regarding cancelations due to illness** – if you believe you may be exposed to COVID-19 or if you are displaying known symptoms, including cough, shortness of breath, and fever, please do not come into the clinic. Please call the office to cancel with as much notice as possible.
- **Increased clinic safety and sanitation procedures** – in response to COVID-19, our clinic is increasing our already rigorous safety and sanitation procedures, including:
 - Following all safety protocols put forth by Governor Inslee and the American Optometric Association
 - Ample hand sanitizer for staff and patient use
 - Rigorous cleaning protocols and frequent disinfecting of high-touch surfaces
 - Ample supplies of personal protective equipment (PPE) for our staff to safely perform office procedures
 - Employees are screened daily for COVID-19 symptoms, including temperature
 - Pre-appointment phone calls to patients reviewing mask requirements and health screening procedures and screening all patients over the phone and at entry
- **Increased building safety and sanitation procedures** – in addition to the safety protocols we've put in place within our clinic, our building is also working hard to ensure visitor safety, including:
 - Building doors are locked. Upon arrival, a building employee will open the door for you in order to reduce the number of touched surfaces
 - Elevator buttons and other high-touch surfaces are being sanitized regularly
 - Hand sanitizer is located next to the elevators and bathrooms
 - All building employees wear masks