

Dear Patients and Families,

Over the past months, we altered our practice schedules to ensure the safety of both our patients and staff. We are pleased to report that effective June 1st, we will begin having more patients safely return to the office for care that has necessarily been delayed because of COVID-19.

We understand this is **not** a time to let our guard down. Our clinicians and staff will continue to work diligently to ensure a safe environment for patient care. We have developed new protocols based on guidelines from the Center for Disease Control (CDC) and the Pennsylvania Department of Health.

### **Feel Confident in Your Care**

Now that we better understand the risks and spread of COVID-19, we are more prepared than ever to help ensure a safe environment for patients to access care. We are taking precautions, as well as requiring participation from patients, to minimize exposure and help you feel confident in receiving the quality eye care you need.

### **What You Can Expect from Us:**

**Extensive Cleaning.** After each patient contact, EPA certified disinfectants are used to clean door handles, chairs, exam tables, counter tops, sinks, restrooms, and other frequently touched surfaces.

**Enforcement of Social Distancing.** Please come close to your appointment time (not too early or late).

We ask that only scheduled patients enter the office. Exceptions will be made for medically required assistance, minors, and translators. For safety, the front door will be locked. Please call us on your arrival or knock once on the door. Someone will let you in as soon as possible. We are limiting patients in the office to keep people 6 feet apart.

**Patient Screening.** We are screening patients with our COVID-19 screening questions. If any concerns arise, patients will be rescheduled.

**What You Should Do:**

**Wear a Mask. All patients should bring a mask to wear at all times when in our office.** Our staff members are also required to wear a mask and protective gear as needed.

**Please Do Not Bring Others into the Office.** For safety, please have drivers and additional family members wait in the car if possible. Exceptions will be made for medically necessary assistance, minors, or translators.

**Stay Home if You are Unwell.** If you are experiencing fever, cough, or shortness of breath, please call us to reschedule or change your visit to a telemedicine appointment.

**Don't Put Your Health on Hold**

Excessive delay in medical care could result in advancement of problems and make treatment more difficult. We have implemented extensive safety precautions and are ready to safely see patients whom we feel should not delay their care. In addition to office visits, we continue to conduct telemedicine visits.

As always, we are devoted to helping each patient stay on track with their health care. We will be carefully opening our schedule in the coming weeks. If you are immune compromised, under quarantine, or feel uncomfortable being seen in the office, please call us and we can discuss telemedicine. Call us to schedule your appointment or discuss any aspect of your care.

Sincerely,

Dr. McPherson, Dr. Mekel, and Dr. Kanofsky

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