

Everett Optometry Clinic

Safe in Our Care: Our Commitment to You

We remain committed to the safety of our patients and also our staff. Our office has implemented several changes to help protect everyone who enters. If you have any questions please call us.

Scheduling

When you call to schedule your appointment, we will attempt to verify all of your information and update your chart prior to your exam. We use a software called Weave which can be used to exchange images of your insurance and ID cards via text message. This software also allows us to collect copayments through your phone. An optometric assistant will be contacting you prior to your appointment to go over our new safety procedures and review your health history information.

Appointments

Everyone entering our clinic must have an appointment to allow proper social distancing within the clinic. When you arrive at the clinic our front door will be locked. Please call once you are in the parking lot and one of our technicians will let you know when to come to the door. Everyone entering the clinic, both patients and staff members, will be asked a series of questions and have their temperature taken before they enter the office. Only patients will be allowed into the clinic except for one parent/guardian of a minor child, one physical caregiver and a translator if needed. Any other companions will need to remain in the car. Please wear a face mask to your appointment that covers the nose, mouth and chin completely. This will need to remain in place the entire time you are in our clinic.

Screening Criteria

The symptoms we will ask about (and may confirm several times) are based off the most recent recommendations. These symptoms are cough, shortness of breath (or difficulty breathing), fever, chills, repeated shaking with chills, muscle pain, headache, sore throat and new loss of taste or smell. If you have any of these problems or if your temperature is $>100.4^{\circ}\text{F}$, we cannot allow you to enter our clinic. If you have been around someone in the past 14 days who had any of these issues or was diagnosed as COVID-19 positive, we will not be able to see you.

Exam

Once you enter the office, we will have you clean your hands with either hand sanitizer or by washing with soap and water for 20 seconds. Your technician will escort you directly back to begin your exam as we are no longer using a waiting room. Each room you enter will have an indicator to tell if the room has been sanitized or if it is not ready and requires further cleaning. We have dedicated staff members who thoroughly clean and disinfect each area patients visit so we request that you do not wander anywhere in the clinic unless you are escorted by one of our staff. Our staff and doctors will limit speaking throughout your pre-testing and examination.

Check-in and Check-out

For your safety plexiglass shields are in place at our check-in and check-out areas. To further ensure your safety, we have taken steps to reduce or eliminate your need to stop at the front desk. When information in writing is required, ink pens, clipboards and other materials will be thoroughly disinfected after each individual use.

Cleaning and Disinfecting

Our office has always followed stringent cleaning protocols. For added safety, we have further enhanced those protocols for our patients' safety and peace of mind. Each portion of our office you may visit is thoroughly cleaned and disinfected in between each patient visit. In addition, we're scheduling fewer patients each day to allow extra time for enhanced cleaning between each patient encounter.

Virtual Visits

Our doctors offer virtual care options for our patients with certain conditions. While some medical visits and consultations work very well as a virtual visit, not all testing or procedures can be done virtually and an in-person visit may be required. Please call for more information if you are interested in a virtual visit.

Thank You

These are challenging times and we appreciate your patience as we work to ensure social distancing and thorough cleaning and disinfecting throughout our office. These safety measures may change as our office follows the guidance of the CDC along with local health authorities.