

Dr. Andy Deol Optometric Corporation

COVID-19 SAFETY MEASURES AND GUIDELINES

COVID-19 has changed the way we will practice in our office. It is important to share the same level of care we always have. The procedures and protocols may be stricter, but the demeanor should be one that makes patients feel welcome and comfortable.

These guidelines include procedures, equipment, cleaning agents and processes that are being put in place to keep staff, optometrists, and patients safe.

All Optometrists and Staff interacting with patients must have reviewed and be familiar with these guidelines before commencing or returning to patient care.

Orientation date is held in-office on: Monday May 18, 2020.

This document is to provide guidance on patient flow through our clinic during these unprecedented times. We will need to adjust and adapt as we return to work and mandates and regulations continue to change.

1. Hygiene and the Clinic

- **Hand Hygiene:** Hands must be washed (see *Appendix A "Proper Hand Washing technique"*) or sanitized before and after every patient interaction. If gloves are worn, hands must be washed before and after donning/doffing of gloves.
- **Personal Protective Equipment (PPE):** Safety glasses/face shields, gloves, and surgical masks will be provided to all Optometrists and Staff members. Please try to conserve the masks by using only one mask per day unless it has been contaminated. Staff are to wash hands and put on their gloves, mask, and goggles/face shield at start of shift. Please refer to *Appendix B: "How to Wear a Face Mask"* and *Appendix C: "Donning/Doffing of Gloves."*
- Optometrists and staff are responsible for cleaning and disinfecting their own PPE (i.e. goggles, safety glasses, face shields) at the end of each shift. Please refer to *Appendix D: "Cleaning and Disinfection Instructions for Eye/Facial Protection."*
- **Outdoor clothes and Work clothes:** We recommend arriving 15 mins early to work to prep and change. Wear your "outdoor clothes" to the office. This way outdoor contaminants are kept out of the working space. Change into your 'office clothes'/scrubs at the office at the start of your shift. Bring a bag for your soiled clothes to be placed into at end of day. Take soiled scrubs/clothes home to be laundered daily. You may leave you work shoes at the office.
- **If you are sick for any reason, you must NOT come to work.** Contact Dr. Deol/Dr. Grewal, and other staff members (to cover your shift).
- **Physical Barriers:** a physical barrier has been installed at the front desk. The optical pupillometer has a shield installed to block transfer between patient and optician when measuring PDs. The doctor's examination lane has shields placed between the patient and the doctor on both the slit lamp microscope for health assessment, and also the phoropter during prescription acquisition.
- **Waiting room chairs** have been removed and minimized. They have also been separated to

- appropriate maintain distancing
- **Doors** in clinic will remain in OPEN position to minimize touch points. At this time, this is more important that patient privacy, although there will likely not be another person in the vicinity due to ‘limited entry’ anyhow.
- **Light switches** will be wiped regularly. The ‘on and off’ will be kept to a minimum.
- Each staff member will be assigned a workstation. (front desk vs optical)

2. Appointments and Bookings

- **Appointment times have been increased** to 30 and 40 min time slots to allow for excess time needed to disinfect between patient visits.
- No **Contact Lens “insertion/removal training”** for new fittings at this time.
- **“Visual field testing” has also been halted and delayed** until further notice or until we find an acceptable way to perform the testing to satisfy required distancing and sterilization of machinery.
- **Family visits:** although it seems counter-intuitive, we are asking to NOT book families together for back-to-back exams, to limit the need to have multiple members in the office at one given time. If the other family members are able and willing to wait outside (ie. In their car) until it is their turn to be seen by the doctor, then it is okay to book them together.
- Ask about **COVID symptoms** during time of booking and before entry into the office. Do they have a new cough, runny nose, body aches, fever, fatigue, or flu-like symptoms? Have they been in close contact with anybody with these symptoms? Have they or anybody in their home travelled out of the province of BC in the last 2 weeks? → If YES to any of these questions, then you must reschedule them for an appointment for minimum 14 days later.
- Obtain and **Complete ALL information** or as much as possible **BEFORE** they arrive for their APPOINTMENT. (Health card information, personal details, Insurance details, some eye and medical information). This will minimize the amount of time patients spend in the clinic and therefore reduce the number of surfaces being touched and contaminated. Patient will not need to touch their purse/wallet, other than at end of exam when they pay.
- We can use **Tele-optometry for follow-ups/re-filling** prescriptions depending on the situation. If we opt to do a tele-optometry visit rather than in-person, patient must sign MSP form and tele-optometry form and email them back **BEFORE** tele-health appointment is scheduled.
- Bathroom use: staff only for now to maintain sterility. Patients may use if emergency, however, tell patients to **use their home bathrooms** **BEFORE** they arrive. After staff member uses the bathroom, sterilize door handle, toilet handle, light switches, countertop, and faucet. Leave door in OPEN position to signal it is a sterile room.
- Staff is to use their own pen and keep it disinfected regularly.
- **No drinks at reception desk** to minimize contact and removal of mask. Do not touch your face or mask. Reserve food and beverage consumption to the kitchen/lunch room. Wash your hands first, remove gear, then consume food and drink. Re-wash hands, appropriately place gear back on, and return to work.

3. Entry into Office

- **Front Door is kept locked at all times** to control flow into and out of the office. Staff will lock and unlock the door and open/close for the patient. After entry, staff will lock the door behind them.
- No more than 2 visits in the office at a time. One patient is allowed in the doctor’s room (under doctor supervision), and one person will be allowed in the dispensary for optical purchase, or exam prep. (with the exception of any necessary supervision)
- **We are Limiting entry to patients only.** Translators, payees, friends/family are recommended to either stay at home, or stay in their vehicles for duration of visit. Doctor is able to call the other family members on the phone and explain the results of the visit.

- **Patient must wear mask before entry.** If they do not have one, we will provide one to them when they check in. ***it is okay to turn someone away if you have concerns and/or if person refuses to wear mouth covering***
- Lock the front door after patient has entered the office
- Sanitizing Station: patient must **sanitize hands upon arrival into the office**
 - o If they touched other things like their purse, belongings, etc, then make them Sanitize their hands ONCE more before entering and touching things in the PRETEST room
- Take patient directly to the pretesting room immediately after entry

3. Pretesting the Patient

- After patient enters with mask and hands sanitized, take the patient straight to the pretest room. Since pretest room has already been disinfected after last usage, **VERBALLY ANNOUNCE TO PATIENT THAT YOU HAVE ALREADY STERILIZED AND DISINFECTED THE EQUIPMENT PRIOR** so that they have confidence that it is safe to proceed.
- Pre-tester will wear a face shield and mask during this close interaction
- Disinfect the chin rest and forehead bar. Pay close attention to sterilize the NCT probe as well. Sanitize hands after disinfection procedure
- If the patient touches other objects such as their face, their mask, or other belongings and later touches the table or equipment, then you must also clean those surfaces that have been touched.
- After pre-testing, either (i) take them straight to the sterile exam lane or (ii) have them take a seat in the waiting room. Sterilize this chairs handles after they leave it.
- Gloves or cotton tip applicators are to be used if there is a need to touch a patients lids or face.

4. Examination of the Patient

- Doctor will be wearing gloves, face mask, and face shield or goggles.
- Doctor will welcome the patient and let them know that we have disinfected all equipment including the chair in the exam lane before their entry.
- Chin rest, forehead bar, breath shields, chair and handles, occluder, table surfaces, switches, and ocular lenses should all be disinfected after each patient if they have been contacted by the patient.

5. Cleaning and Disinfection

- **Cleaners and Solutions:** See *Appendix E: "List of Effective Cleaners"* You must clean & disinfect all equipment and surfaces after each patient. Please allow the disinfectant to air dry.
- State to patient before pretesting "Before we get started, please know that for your safety, everything has been cleaned and disinfected in this room" If handing them the debit machine please also state that it has been cleaned/sanitized.
- **Lysol wipes:** keyboards/debit machine/phoropter shield/pupillometer after every patient. Try to conserve Lysol wipes since they are on short supply. ****DO NOT USE ALCOHOL swabs** on the phoropter/pupillometer/slit lamp shields, chairs, or screens of pretesting equipment. Alcohol damages acrylic and leather/vinyl over time. Use a Lysol wipe for these items. **
- Gently use **ALCOHOL SWABS** on sensors of auto-refractor, and NCT nozzle (must be done after each patient), fundus camera/NCT/AR headrest and chinrests, lensometer buttons, and pupillometer nose pad.

- Use Cavi-Wipes or Lysol wipes (or Lysol Spray/Fantastik Spray on a towel paper) for larger surfaces such as tabletops, handles, keyboards, the FRONT of pretest machines/slitlamp knobs/phoropter, chin rests, and forehead rests and bars if needed.
- **Clean chairs** with Lysol Spray or Lysol wipes and paper towel. Do not use alcohol based cleaners as they will ruin the leather.
- If mydriacyl, proparacaine or cyclogel drops are used during examination, the outside of the bottle and cap must be disinfected after each use with either alcohol swabs or Lysol wipes.
- If you use **Goldmann tonometry**, please soak tonometer tips in the hydrogen peroxide filled “dirty” container for 10 minutes MAXIMUM (please time it - if they are soaked for longer the tips can be damaged). Once soaked for 10 minutes please give them a thorough rinse with saline solution and place them in the “CLEAN” container. When ready for use on the next patient please wipe tip with alcohol swab and dry with tissue prior to use.
- **At the end of the day**, doctor is responsible for deep clean of exam lane with Cavi-wipes and/or Bacoban Spray. The Staff is responsible for doing a deep clean of the office including all pre-test equipment, all surfaces and counter tops (in reception, optical lab, bathroom, and kitchen), light switches, door handles, keyboards, telephone/cordless, and debit machine before they leave with bacoban spray, Lysol wipes or cavi-wipes at end of day.

6. Checking Out

- Payment taken at end of visit: TAP, non-contact card payment is preferred. We are still accepting cash, however, staff must sanitize hands after handling the cash. Sterilize the point-of-sales terminal after each use.
- Sterilize/disinfect the tabletop at the front desk after the patient is finished checking out.

7. Optical

- Staff member will take glasses off the display bars. Have patient only try on frames that they are interested in. Keep sampling to a minimum. Any glasses that have been tried on will be placed in a “yes” or “no/maybe” tray. At the end, the glasses will be individually disinfected with Bio-Oh spray. Trays will be Lysol wiped. Clean glasses may be returned to the original frame holder bars.
- Take you pupillometer measurements with the pupillometer shield on. Staff must wear face shield and mask. Alcohol Wipe will be used to wipe nose pad of pupillometer. After use, Lysol wipe will be used to clean the breath shield.
- Wipe the keyboard/mouse, stools, tabletops in optical and anything else that has been contaminated during this process with an appropriate disinfecting solution (Lysol wipes, Lysol spray, cavi-wipe, etc)

8. Deliveries

- After knock on door from deliveryman, open the door, have the delivery person set box on the floor. Close the door and lock it after you allow them to leave the office. Take delivery box/parcel to the lab or the storage room. Spray it and wipe down with disinfecting solution. Wash hands. Open up box. Disinfect inside package components. Disinfect the Front door handles and any tabletop surfaces the package has come in contact with.
- If the package is from the optical lab, also disinfect the glasses with Bio-Oh spray cleaner.

APPENDIX A

**REDUCE THE SPREAD OF COVID-19.
WASH YOUR HANDS.**

1
Wet hands with warm water

2
Apply soap

3
For at least 20 seconds, make sure to wash:

- palm and back of each hand
- between fingers
- under nails
- thumbs

4
Rinse well

5
Dry hands well with paper towel

6
Turn off tap using paper towel

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Canada

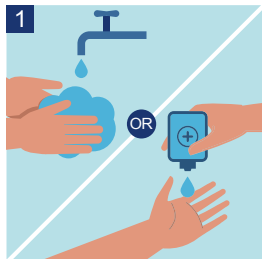
APPENDIX B

Coronavirus COVID-19

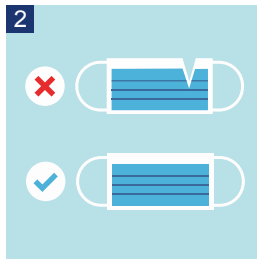
BC Centre for Disease Control | BC.ca | Health



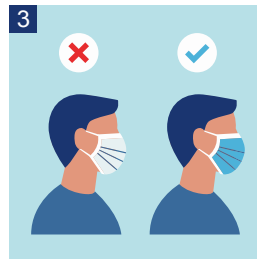
How to Wear a Face Mask



1 Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



2 Check the new mask to make sure it's not damaged.



3 Ensure colour side of the mask faces outwards.



4 Locate the metallic strip. Place it over and mold it to the nose bridge.



5 Place an ear loop around each ear or tie the top and bottom straps.



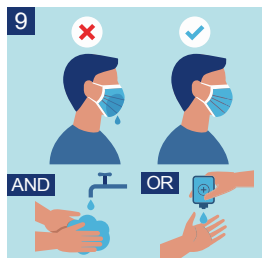
6 Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



7 Press the metallic strip again to fit the shape of the nose. Perform hand hygiene.



8 Do not touch the mask while using it, if you do, perform hand hygiene.



9 Replace the mask if it gets wet or dirty and wash your hands again after putting it on. Do not reuse the mask.

Removing the Mask

<p>1 Perform hand hygiene.</p>	<p>2 Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.</p>	<p>3 Discard the mask in a waste container.</p>	<p>4 Perform hand hygiene.</p>
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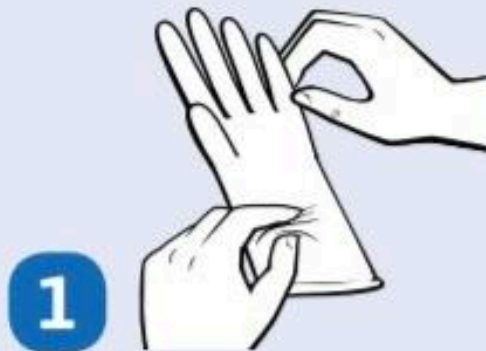
BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Non-medical inquiries (ex. travel, physical distancing): 1-888-COVID19 (1888-268-4319) or text 604-630-0300



HOW TO DON GLOVES



1

Remove one glove from the package and inspect it to be sure no pinholes or tears are present.



2

If gloves are ambidextrous, they can be worn on either hand. If not, align the glove's fingers and thumb with the proper hand before donning.



3

Insert five fingers into the cuff and pull the cuff over the wrist.



4

Check for a secure fit around the fingers and palm. The cuff should fit snugly around the wrist.

HOW TO DOFF GLOVES



1

Grasp the outside edge of the glove near the wrist.



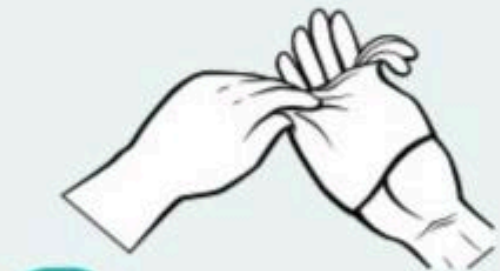
2

Peel the glove away from the hand, turning it inside out. Hold it in the opposite gloved hand.



3

Slide an ungloved finger under the wrist of the remaining glove, being careful not to touch the outside of the glove.



4

Peel the remaining glove off from the inside, creating a "bag" containing both gloves. Discard.

APPENDIX D



Cleaning and Disinfection Instructions for Eye/Facial Protection

Required Equipment

1 Cleaning products required:
Soap (e.g. dish soap) and disinfectant wipes (e.g. Accel wipes)

2 PPE required:
Exam gloves (Vinyl or Nitrile)

A Reusable Eye Protection (goggles, safety glasses, faceshields without foam)



If eye protection appears damaged or compromised: DO NOT REUSE.

If reusable eye protection is visibly contaminated or soiled:

1. Don new pair of exam gloves.
2. Using a clean cloth, wipe with soap and water, cleaning from the inside to the outside.
3. Rinse with water & remove excess water.
4. Using one disinfectant wipe at a time, and first squeezing excess disinfectant into a sink to prevent splash to face, thoroughly wipe the interior followed by the exterior of the facial protection.
5. Ensure all surfaces remain wet with disinfectant for at least 1 minute (or applicable disinfectant wipe contact time).
6. Equipment may be rinsed with tap water if visibility is compromised by residual disinfectant.
7. Allow to dry (air dry or use clean absorbent towel).
8. Remove gloves and perform hand hygiene.

If reusable eye protection is not visibly contaminated or soiled:

1. Don new pair of exam gloves.
2. Using one disinfectant wipe at a time, and first squeezing excess disinfectant into a sink to prevent splash to face, thoroughly wipe the interior followed by the exterior of the facial protection.
3. Ensure all surfaces remain wet with disinfectant for at least 1 minute (or applicable disinfectant wipe contact time).
4. Equipment may be rinsed with tap water if visibility is compromised by residual disinfectant.
5. Allow to dry (air dry or use clean absorbent towel).
6. Remove gloves and perform hand hygiene.

B Faceshield with Visor & Foam for Forehead Comfort



WITH FOAM

If foam piece is visibly soiled: DO NOT REUSE.

If faceshield appears damaged or compromised: DO NOT REUSE.

If faceshield is visibly contaminated or soiled (but foam piece is not):

1. Don new pair of exam gloves.
2. Using a clean cloth, wipe with soap and water, cleaning from the inside to the outside.
3. Rinse with water & remove excess water.
4. Using one disinfectant wipe at a time, and first squeezing excess disinfectant into a sink to prevent splash to face, thoroughly wipe the interior, followed by the foam band, strap exterior, and exterior of the visor.
5. Ensure all surfaces remain wet with disinfectant for at least 1 minute (or applicable disinfectant wipe contact time).
6. Equipment may be rinsed with tap water if visibility is compromised by residual disinfectant.
7. Allow to dry (air dry or use clean absorbent towel).
8. Remove gloves and perform hand hygiene.

If faceshield is not visibly contaminated or soiled:

1. Don new pair of exam gloves.
2. Using one disinfectant wipe at a time, and first squeezing excess disinfectant into a sink to prevent splash to face, thoroughly wipe the interior, followed by the foam band, strap exterior, and exterior of the visor.
3. Ensure all surfaces remain wet with disinfectant for at least 1 minute (or applicable disinfectant wipe contact time).
4. Equipment may be rinsed with tap water if visibility is compromised by residual disinfectant.
5. Allow to dry (air dry or use clean absorbent towel).
6. Remove gloves and perform hand hygiene.

April 12, 2020



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(ex. travel, physical distancing): or text 604-630-0300



Appendix E: List Disinfectants used in office

Compound	Overview of Use
Lysol Wipe	Safe to use on any surface. Recommend to use regularly on keyboards/ mouse/ telephone/ light switches, machinery. Let air dry.
Fantastik Spray	Safe to use on any surface. Use on tabletops, door handles, packages. Wipe with towel paper.
Lysol Spray	Safe to use on any surface. Use on tabletops, door handles, packages. Wipe with towel paper
Cavi Wipes	Safe to use on any surface. Recommend to use on highly contaminated surfaces. Let air Dry
Bacoban Spray	Spray on surface at end of day. Killing power lasts for up to 10 days. Let air dry.
Alcohol Swab	Use on equipment nosepad/chinrest/headrests. Let air dry
Bleach Spray	Solution Composition is 1 part bleach: 9 parts water in a spray bottle. May be used on Tabletops. Remains effective for 24 hrs.
Min 3% Hydrogen Peroxide	Use for Goldmann Tonometer probes. Let sit for 10mins (no longer). And then rinse with saline solution