



'ike pono | see clearly

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CORONAVIRUS PRECAUTIONS & THE NEW PROCESSES AT EYE CARE HAWAII

Aloha Eye Care Hawaii Ohana,

We are completely committed to keeping our patients and team safe and healthy in the midst of this COVID-19 pandemic. As we begin to re-open, we want to share our plan to maintain minimum person-to-person contact during upcoming patient appointments.

Please carefully read the steps below and follow our directions for your appointment. For everyone's safety, we are requiring staff and patients to wear masks at all times in and around the clinic. If you do not have a mask, we will provide one for you.

- **Arrival**
 - When you arrive in the parking lot please call or text 808-935-8887 to let us know. Our front door currently is locked and only patients with appointments are allowed into the clinic.
 - Our front desk staff will check you in from the safety of your vehicle. One of our clinic technicians also will ask questions to obtain your medical history and update your records.
 - We will ask general health questions to help determine the presence of possible COVID-19 symptoms, and take your temperature via a non-contact infrared scanner. Please note that we cannot allow any potentially ill patients into the clinic during this pandemic.
- **In the Clinic**
 - The clinic technician will ask you to sanitize your hands. You then can wait in our comfortable lobby while we ensure all patients maintain a safe six-foot distance.
 - Please follow staff instructions while in the clinic, and abide by all signage clearly displayed for your safety.
 - The clinic technician will escort you directly to the testing areas and exam rooms, which will have been sanitized.
 - *Every surface you come into contact with will have been sanitized prior to the arrival of each and every patient entering our practice, and will be cleaned again as you exit each area. Our team will be frequently washing their hands between interactions as per our usual protocol, and hand sanitizer will be available throughout the practice.*
- **Optical Boutique**
 - If you want to purchase glasses, we will have a similar protocol in place to ensure a safe transaction, starting with cleaning all frames with hydrogen peroxide before and after patient use and maintaining minimal contact with the optical team, yet still allowing for the personable and excellent service you have come to expect from Eye Care Hawaii.
 - All frame adjustments and ophthalmic lens measurements will be taken at the end of your visit. You will be able to quickly pick up your glasses when they are ready via a scheduled appointment or via a future lock box located outside of the clinic.

We hope you understand the necessity for these precautions as we prioritize the safety of you and our staff. If you have any questions please do not hesitate to call, text, or email us.

Mahalo nui loa for your patience and cooperation!