

## OPEN TO SERVE OUR COMMUNITY

Fortunately, the actions taken by all of us in Sonoma County to reduce the spread of COVID-19 are having a positive impact. Eye Care Institute has been closely monitoring the spread of COVID-19 and has implemented our business continuity plan to ensure that our patients and employees stay safe while remaining committed to servicing the needs of our community. Maintaining a clean, safe environment for our patients and staff is our top priority! By continuing to work together we can help contain the spread of this disease. Our facilities will be re-opening beginning the week of May 18<sup>th</sup>. We will do our best to schedule appointments for our patients in a timely manner. Be aware, we have had to cut back on appointment slots and have a two month back-log to reschedule as well. We will do our best to offer an appointment with our patient's usual physician, but flexibility in scheduling initially with another provider may be necessary.

### ***Here is what Eye Care Institute is doing to keep you and our employees safe:***

- ✓ We are taking temperatures and screening patients and staff when they enter the building. You will be asked about symptoms and your health history. If you are sick, we will insist that you go home. We are asking this of both our own employees and our patients.
- ✓ Patients may be asked to wait outside or in their car until notified by staff that it is clear to enter the building.
- ✓ Everyone in our facilities will be required to wear a mask or face covering. Make sure your nose to chin are completely covered. N95 masks with vents are not sufficient; you will be asked to cover it with a cloth mask or swap for one without the vent.
- ✓ We are maintaining appropriate physical distancing for all staff and patients. Our waiting area and internal spaces have been adjusted to make this easier for you. Even when physical distancing is not possible, the use of masks still provide necessary protection.
- ✓ We are limiting the number of visitors who can accompany a patient to "essential" visitors. Although we deeply regret the anxiety that these rules create for our patients, we know that keeping all of our patients and staff safe from COVID-19 must be our first commitment.
- ✓ The exam rooms are thoroughly sanitized in between every patient visit. In addition, all frequently touched surfaces are sanitized throughout the day.
- ✓ Employees are practicing frequent and thorough 20 second hand washing and using appropriate alcohol based hand sanitizer. Patients are asked to do the same.
- ✓ Hand sanitizers and facial tissues are found in multiple locations throughout the facilities.
- ✓ Protective barriers are being used in the exam rooms and at the front desk to prevent the spread of germs.
- ✓ We have adjusted our appointment schedule to help with physical distancing and to help minimize the time our patients are in the office.
- ✓ We are offering virtual office visits. If you have concerns about coming into the office, call and schedule a **telehealth** visit for anything that can be reviewed over the phone or video conference. Our office will be happy to help guide you through the process.

If you have been contacted to reschedule your visit, procedure or surgery, we strongly encourage you to come. If you have not yet heard from us, we will be contacting you soon.

We will continue to monitor the situation carefully and provide updates on any alterations to these policies.

Please feel free to visit our website at [www.see-eci.com](http://www.see-eci.com) or call our office if you have questions at 707-546-9800.

***Thank you for your flexibility during these unprecedented times. Please stay safe and healthy!***