

## **The Eye Center's response to COVID-19 -- Frequently Asked Questions (FAQs):**

### ***What kind of visits will be available upon re-opening The Eye Center?***

- Both medical and vision examinations will be available upon re-opening of The Eye Center on Monday, May 18, 2020.
- Testing will also be offered on a limited basis.

### ***What are the office hours for The Eye Center?***

- Only our Shady Grove office will be open and will resume normal office hours from 8am to 5:30pm from Monday through Friday.

### ***Who will be allowed into the office?***

- Only patients who have appointments will be allowed into the office.
- Patients requiring physical assistance or language translation may have one additional person accompanying the patient.

### ***Will I be required to wear a face mask to visit The Eye Center?***

- Yes. In accordance with Montgomery County ordinance, all persons entering The Eye Center will be required to wear a face mask or covering in the office at all times, including any person accompanying the patient.

### ***Will there be enough space for social distancing during my visit?***

- Yes. We will be limiting the number of persons in the office at one time.
- There will also be limited available seats in the waiting room in order to meet the 6 feet social distancing guidelines by the CDC.

### ***Will The Eye Center continue to offer virtual visits (telemedicine)?***

- Virtual visits via smartphone, tablet, or computer will continue to be offered for those patients wanting an online visit with one of our doctors. However, telemedicine visits may be discontinued in the future depending on government and insurance rule changes.

### ***What kind of personal protection equipment will be utilized in the office?***

- All staff involved with patient care will be required to wear face masks and gloves.
- Also, plexiglass shields will be placed on countertops of check-in and check-out areas.
- Those staff members requiring close proximity with patients will also be wearing face shields to further protect patients and staff members.

### ***What sanitizing measures will be utilized in the office?***

- All patients will be required to sanitize their hands upon entering The Eye Center. There will also be hand sanitizers for use throughout the office and in each examination room.
- All examination rooms and testing equipment will be sanitized after each patient visit with FDA-approved bactericidal and virucidal cleansers.

***Will I still be able to try on eyeglass frames during my visit to The Eye Center?***

- Yes. Although we ask all persons not to touch any frames without assistance from one of our opticians, you will be permitted to try a limited number of frames on your face.
- All eyeglasses frames tried by any person will be disinfected subsequently.

***How will The Eye Center screen for persons who may be infected or ill with COVID-19?***

- All patients will be screened for signs/ symptoms for recent illness or recent travel prior to making appointments over the phone and prior to entering the office.
- All patients will also have their temperature checked by non-contact infrared thermometer prior to entering the office.

***Can I still be seen in The Eye Center if I am ill with COVID-19 or have recently recovered from COVID-19?***

- No. Anyone who has been known to be positive for COVID-19 will NOT be permitted into the office unless he/she has been cleared by their physician. Documentation for clearance will be required.
- Also, no one with any recent signs or symptoms of upper respiratory illness will be permitted to enter The Eye Center without clearance by their primary physician.
- For more information on symptoms of COVID-19 infection, please check the CDC and Maryland Department of Health websites.