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## **New Office Protocol**

To our valued patients,

InDepth Vision is excited to be re-opening after our COVID-19 closure! Our top priority is ensuring everyone's health & safety; to this end we are implementing new strict protocols and disinfection procedures. These new Standard Operating Procedures are in compliance of the Ontario Ministry of Health, as well as the College of Optometrists of Ontario.

All patients must adhere to the following protocols:

- Patients will only be seen with appointment. Absolutely no walk-in patients will be seen.
- All patients are to attend their appointment on their own. If a patient must be accompanied (i.e. translator, parent/guardian for small children, mobility) they are limited to 1 person accompanying them. Any additional people will be required to wait outside the building.
- All individuals entering the office will be pre-screened for symptoms. Patient history and intake information will be taken by phone or email to limit time spent in the office.
- It is imperative that patients arrive on time for their appointment. If a patient arrives more than 10 minutes late, they will be rescheduled to prevent subsequent patients having to wait. If a patient arrives early for their appointment, they will be asked to wait in their car until we are ready for them. Please be aware, we make every possible effort to adhere to the schedule to avoid wait times. However, due to the nature of the business (i.e. ocular emergencies), at times, we may run behind schedule, but will keep the patient duly informed. The doctor is responsible for wait times, so please do not take frustration out of the front desk staff.
- When you arrive for your appointment: Please wait in your car, and call the clinic to advise you have arrived. We will then call you back when we are ready for you to enter the building. This will allow us to avoid having patients in the waiting room and hallway.
- All patients over 2 years of age must arrive wearing a face mask & keep that mask on for the duration of your appointment. If you do not have a mask we will provide you with one for a fee of \$3.
- A hand sanitization station has been set up at the entrance to the clinic; and is mandatory for anyone entering. Additional hand sanitization stations have been set up throughout the clinic.
- We will be limiting the amount of equipment used during appointments. Retinal imaging will be done for documentation, and to limit exposure for the doctors. Dilated eye examinations will only be conducted if there is clinical evidence to do so. Visual field analysis will only be performed when clinically indicated and absolutely necessary.

- Equipment and tools will be sanitized after each use.
- We have adjusted our schedule to space patients out in order to ensure physical distancing. This means that the clinic is running at half capacity. As such, we require a minimum of 48 hours' notice to change/cancel your appointment. If 48 hours' notice is not given, a 50% no-show fee will be applied.
- Please leave any unnecessary items (i.e. extra bags, outwear, food, etc) in your car.
- Staff are outfitted with PPE and follow strict handwashing and health/safety measures at all times. Clinical and shared spaces are thoroughly cleaned & disinfected after each patient visit.
- As per current College regulations, all initial contact lens fittings & teachings will need to be postponed at this time.
- Any appointment or assessment that can be completed via telemedicine (i.e. emergency appointments, follow-ups, etc) will be performed in this fashion. In-office appointments will be reserved for necessary care.
- Contact lens orders will be directly shipped to the patient's home.
- Patients will not be seen in-office under any circumstance if they are experiencing symptoms of COVID-19, have travelled in the last 14 days, or are in close contact with someone who is symptomatic, or has travelled.

We appreciate your understanding & patience with all the necessary changes. Our office will be open to in-office appointments starting June 8, 2020.

We will be closely monitoring the situation, and adjusting our protocols & procedures as per any recommendations of the Ontario Ministry of Health & The College of Optometrists of Ontario.

If you have any questions, or concerns, please feel free to contact the clinic any time at [info@indepthvision.ca](mailto:info@indepthvision.ca) or (905) 876-6042. We look forward to seeing you soon!

Sincerely,

Dr. Laura Cookson & the InDepth Vision team