



### **Our Practice Statement And Guidelines for our Patients**

We are so excited to announce that we are able to open our Optometric office for routine eye care. We truly appreciate your understanding during this unique time as we have focused our attention on ocular emergencies and urgent care to support our hospital systems, and to protect the usage of critical PPE supplies.

We want to inform you on actions we are taking to mitigate the transmission of COVID-19 at Dussan Eye Care. We are taking extra precautions to strictly maintain the high standards of cleanliness at our practice, and we are following the recommendations from the Centers for Disease Control and Prevention.

For the health and safety of our staff and other patients, we kindly ask you to reschedule your appointment if you are sick, have recently traveled, or have been exposed to anyone who is sick. Please contact us if you need to reschedule your appointment and we will be happy to accommodate you

Below are the following changes and guidelines to our office:

- We are taking many preventive measures with hand hygiene, i.e. supplying hand sanitizer, hand soap, etc. to our patients and staff
- Extensive cleaning and disinfection prior to using spaces for patients with non-COVID-19 care needs. We want to maintain a sanitary and safe space
- All patients are going to be screened for potential symptoms of COVID-19 prior to entering our clinic
- We ask you to wear a cloth face covering that can be bought or made at home if you do not already possess surgical masks
- When you arrive please call us at 718-784-3960
- In order to execute a quick and pleasant visit, we ask our patients to complete our intake form and COVID-19 questionnaire prior to your appointment. This information will be emailed to you during scheduling your appointment
- Testing temperature of patients upon check-in will be a priority. This information will be kept confidential. Without this information we can not invite you into the office
- After all office protocols are completed one of staff members will guide you to washing your hands prior to seeing the Doctor

## CHECKOUT

- We are trying to reduce the congestion at the front desk when it is time to check-out. If applicable, we will ask you to gather your payment method in advance. We will have all the necessary information and material ready for you,, whether for a follow-up, prescription or purchase. We want to assure again your visit will be pleasant, prompt and safe.

During this time, it is important to remember to focus on things we can control. Taking measures to prevent the spread of COVID-19 is important for the welfare of our staff, patients and community. For information and updates on COVID-19, we recommend reviewing the information shared by the Centers for Disease Control and Prevention here: <https://www.cdc.gov/coronavirus/2019-ncov/protect/index.html>

We will continue to see patients and encourage you to contact the practice if you have questions or concerns.