

Prince Rupert Optometry  
Look Great. See Better.

## Preparing for your Eye Exam during COVID19

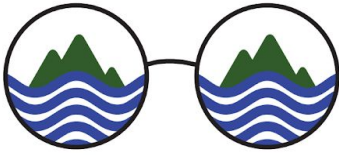
Do you need an eye exam? Was your appointment cancelled due to COVID 19? Are you worried about going to your appointment due to COVID19? We understand these are challenging times as the world around us continues to change to the “new normal.” We want to ensure you that the safety of our patients and staff is our top priority.

As government officials have indicated, this pandemic is likely to continue for the near future and it is important that our patients have access to eye care services. We have implemented a strict safety protocol to provide a safe environment for our patients and staff.

We will be following all guidelines as set forth by the Provincial Health Office. We are aware that regulatory guidelines can change rapidly and we will adapt clinic guidelines, accordingly. We ask that you pay close attention to our social media feeds, our website and to the BC CDC regarding COVID19-related updates.

### Clinic Sanitization + Safety Measures

- Our **staff will yield PPE** wherever physical distancing is not possible.
- **Staff will follow strict sanitization protocol** - they will sanitize before and after each patient encounter
- Surfaces and “High touch” areas will be disinfected before and after each patient encounter
- We will ensure that our **waiting room chairs are physically distant.**
- We have **reduced the amount of patient appointments** to safely manage clinic traffic and enforce physical distancing
- There are **hand sanitizing stations throughout our office**
- **Every glasses frame used is disinfected** after each patient encounter
- Certain Exam room equipment will be equipped with a breath shield
- We will have **physical distancing signage and decals in place** throughout the office
- We will remove all magazines, books, flyers, toys and table top items that are not essential
- We will have a **maximum occupancy listed on our front door** to enable physical distancing



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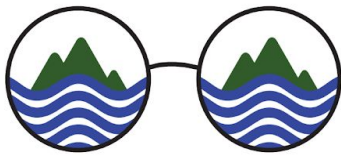
- We will continue our **Online booking feature for eyeglasses pick up and repairs**
  - Walk-ins are allowed but patients may be asked to wait outside or in their car if our office is over max occupancy
- We are kindly **asking patients to please come alone** unless an escort is required (for example: parents, translators, caregivers)

## COVID19 Screening

- Our staff will contact you a day before your appointment to conduct a COVID19 screening
- You will be screened at check-in for COVID19 signs and symptoms
  - We encourage you to complete a screening before you come to our clinic at <https://bc.thrive.health/covid19/en>
- If you have signs or symptoms, we will not be able to provide in office care as you will be asked to return to your home to self-quarantine

## Arrival to the Office

- We do have a **maximum occupancy for the clinic which will be indicated on our front door** - you may be asked to wait outside or in your car
  - We kindly ask that you **do not arrive more than 5 min prior to your appointment**
  - Please ensure that you **practice physical distancing (min. 6 ft apart)** outside and inside our office
  - We will **have a strict policy for late arrival (10 min max)**
- We kindly ask that you **wash your hands and use your bathroom before arrival for your appointment**
- We **recommend coming by yourself to your appointment** unless you require a helper or guardian (if you are under 18)
- You may call our office to indicate your arrival if you would like to wait in your car (250-624-5665)
- COVID19 screening will be performed including a non-contact temperature check
  - If your temperature is above 37C, we will not be able to provide care due to strict measures in place.
- We kindly ask that you **remove any outside gloves upon arrival and immediately use hand sanitizer** at the reception desk.



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- **All visitors must use the hand sanitizer** located at reception desk upon entry
- **We recommend that you wear a mask**

## Eyeglasses Selection + Pick-ups

- We kindly ask that you **maintain your physical distance from staff and others** while browsing
- We encourage patients to only pick up frames that they truly like
  - You will be given a tray to dispose of frames that you tried on for disinfection
- If you would like to remove your mask while trying on a frame, we ask that you remain at least 6 ft away from staff and other patients
- We will **recommend scheduling an appointment for glasses pick up and repair** to manage clinic traffic
  - **Walk-ins are allowed** but you may be asked to wait outside or in your car if we are at max occupancy
- We kindly ask that you **please remain patient while waiting for your glasses** to be ready
  - All lens suppliers are currently dealing with staff shortages and reduced hours - this can delay how quickly your glasses will be ready
  - Couriers are also experience a large increase in shipments so there can be delays here as well

## Eye Examination during COVID19

- We will **only be offering our Digital Eye Examinations** for all ages
  - This exam **requires a Retinal Photo + Screening Ultrasound** for every patient
  - This **allows our doctors to better maintain physical distancing**, when possible
- We kindly ask that you **refrain from conversation when the doctor is actively assessing your eye health** using the Biomicroscope and headset.
  - There will be a breath shield in place on these instruments as a protective barrier
- We kindly ask that you only answer the doctor's questions during the glasses prescription test



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- **Please refrain from conversing until the doctor is at a safe distance** from the exam chair
- We kindly ask that you **keep your mask on during the eye exam**