

COVID-19 Update:

We are happy to announce that as of June 1st we will be back in the office from 9:30AM until 5:00PM weekdays. As much as we wish it could be business as usual, we need to make the following adjustments to our office policies to keep everyone safe:

- You **MUST** have an appointment to enter the office for any reason. This is to control the number of people inside at any given time and to allow for contact tracing if required
- A mask or face covering is **MANDATORY** before entering the office
- Please maintain physical distancing of 2 meters (6 feet) from other patients

Appointments for eye exams, dispensing, repairs and adjustment can be booked by calling us at 416-537-7421

Sincerely,
Dr. Mario Santos

Before Exam:

- When possible call **416-537-7421** when you arrive at the front of the office
- If you drove stay in vehicle. Call the office, we will call to contact you to come in when its safe. If no vehicle, call us and wait in the lobby, if less than 3 patients.
- When we call you to enter the office make sure you have a mask, we will ask you to disinfect your hands with hand sanitizer provided
- You will be provided with new gloves to put on
- Your temperature will be taken with a non-contact thermometer
- All staff will be wearing PPE
- Try to avoid touching surfaces as much as possible
- All surfaces, test instruments and supplies are disinfected after every patient
- Please follow instructions and do not wonder around the office
- Dispensing of frames will be done with one patient only. Any frame touched will be places on a tray and be disinfected
- We encourage payment with debit/credit, as our machines allow TAP
- If you prefer we can email your prescription receipts and/or any other forms

- If you feel any gaps or oversights in some areas, we would appreciate your opinion via email

Our goal is to keep you and our staff safe, and concentrate on your eye care.

During exam:

- The doctor will use a special plastic barrier called a slit-lamp breath shield to block the exchange of breath between patient and doctor
- The doctor will have a mask and eye shield whenever possible.
- All equipment and patient contacted surfaces will be sanitized after every use and at the end of the day
- When within 2 meters, or doing specialized eye tests please resist from speaking, the doctor will wait for the test to be over before speaking with you or answering any questions you make have
- We sanitize all surfaces and equipment (front desk counters, telephones, pens, door handles, waiting room chairs) with antibacterial agents
- All staff members wash their hands after contact with each patient and throughout the day
- Our office is equipped with several sanitizing stations
- We request that patients sanitize their hands prior to and after trying on frames
- We make sure to clean frames that have come into contact with patients with disinfecting agents
- If we don't shake hands with our patients during this time, please don't take it personally
- Please call **416-537-7421** with any questions or concerns you may have. If you feel it's best for you or a member of your family to reschedule your appointment, we encourage you to do so.



DR. MARIO SANTOS

OPTOMETRIST

416.537.7421

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