

## Reopening Plan

The American Optometric Association (AOA) has confirmed with Centers for Disease Control (CDC) officials that the agency's March 17 nationwide recommendations to postpone routine eye care is no longer in effect.

Massucci Vision Plus is starting to resume delivery of complete, comprehensive eye health and vision care as of May 4, 2020

Our goal is to responsibly and ethically service patients in the safest, most sanitary environment possible. During the week of May 4, we will maintain our limited hours of 10 am to 3 pm, with all services by appointment only. We will resume normal business hours on May 11th and we will begin seeing a reduced number of patients to allow for social distancing and more time to sanitize between patients. All services will remain by appointment only. This is a fluid plan that can change rapidly based on the health of the community as well as any city or state guidelines.

Our top priority is the health and well-being of our patients, staff, and doctors. We realize not all patients will be comfortable coming back into the office setting right away and we will still offer telehealth appointments if possible, especially for at-risk patients.

### When Scheduling an Appointment

- We are going to attempt to gather as much information as possible by phone prior to the appointment to limit the amount of time you are in the office.
- We will be asking the following questions of anyone entering our office:
  - COVID-19 related questions:
    - Have you or anyone you are in close contact with:
      - Been in contact with anyone that has been diagnosed or is being monitored by the CDC for COVID-19 in the last 30 days?
      - Traveled out of the country in the last 30 days?
      - Traveled on a cruise ship in the past 30 days?
    - Are you or anyone you are in close contact with experiencing any of the following symptoms:
      - Fever greater than 100.4?
      - Severe headache?
      - Muscle pain/weakness?
      - Diarrhea/vomiting/abdominal pain?
      - Respiratory symptoms/shortness of breath?
      - Rash/skin irritation?
      - Unexplained bleeding or bruising?

- Demographic information:
  - Name, address, DOB, phone number, email address
  - All insurance information
  - You will be emailed a link to submit forms online. All forms **MUST** be filled out and submitted prior to your appointment
- You may also receive a call from one of our staff at some point prior to your exam to review your reason for visit, ocular and medical history, medications, etc. Normally, we would start your exam with this, but we may call ahead to reduce your face-to-face time in the office.

### Limited Entry to the Office

- Entry to the office will be by appointment only. This includes not only exams, but also pickups and frame adjustments.
- Curbside pickups are still preferred to maintain social distance and still require an appointment. Please call or text us when you arrive at your appointed time.
- Doors will remain locked to help reduce the number of patients entering the office. No personal guests will be allowed entry in the office (with the exception of one parent/guardian for minors or special needs patients).
- While we do not anticipate our normal volume of patients in the building as we are starting with a limited number of appointments, please attempt to maintain social distance from other patients.

### When You Arrive

- When you arrive at the office, please stay in your car and call to let us know you are here (call or text). When your exam room is ready, we will call you back and greet you at the door.
- We are asking anyone entering the building to wear a face mask over your nose and mouth at all times while in the office. For your protection, our staff will be wearing face masks as well.
- We will check to ensure your temperature is not over 100.4 with a non-contact thermometer. If your temperature is over 100.4 you will need to reschedule.
- When entering the office, you will be escorted to the sink to wash your hands with soap and water for 20 seconds prior to starting your appointment.

### Exam Room and Testing Rooms

- We **ALWAYS** have rigorous sanitation and disinfection practices at our office as we routinely examine and treat patients with highly infectious eye diseases. As usual, we will maintain universal precautions and sanitation procedures as rooms are cleaned between every patient.
- We realize that certain portions of your testing and examination will require close proximity to our staff members and doctors, but we will do our best to protect you and ourselves at all times.

## Frame Gallery

- Our opticians will assist you in frame selection. All frames will be sanitized after being handled so we ask that you not place them back on the boards.

## Our Doctors and Staff

- In terms of our doctors and staff, the following protocol will be followed:
  - All staff and doctors will be screened for COVID-19 symptoms when reporting to work
  - Temperature screening of employees when they enter the office each day
  - Any employee who exhibits COVID-19 symptoms will be directed to leave the premises and seek medical care and/or testing per CDC guidelines.
  - Continued implementation of workplace cleaning and disinfection
    - Mitigation of exposure in the workplace – this means social distancing and modifying work schedules
  - All staff and doctors will:
    - Stay home when feeling ill
    - Increase hygiene practices, wash hands frequently, avoid touching face
    - Wear a mask while at work
    - Practice recommended social distancing as much as possible

Please feel free to contact us with any questions or concerns. We are so excited to be able to serve you again and we look forward to seeing you soon!