

Patient Guidelines

Patient health remains our top priority. Please make note of the **policies in effect** within our practice to ensure all patients and staff stay healthy:

1. Only scheduled patients will be allowed in the doctor's area; this includes the waiting area and exam room. Only exceptions are legal guardians of minors and caregivers.
2. Patients always need to be wearing a mask, because of a shortage of PPE these will not be supplied.
3. There will be additional screening at check in, for elevated temperatures, and symptoms and exposure to COVID-19. Anyone who fails the screening will need to be rescheduled
4. To limit exposure, while maintaining the best possible care - OPTOs will be used for retinal screening on all patients- there is a \$39 additional fee for this service. Please note this is a MANDATORY for all new patients, those that have not been seen in two years or more, and those that have conditions that mandate annual retinal exams.
5. Due to reduction in workforce- insurance authorizations need to be confirmed the day before the exam. If not, the patient will pay in full, at time of visit and then can submit for reimbursement themselves.
6. Due to the uncertainties of scheduling in advance and limited exam slots, we will confirm with you, your appointment day and time no later than 48hrs in advance. If we need to leave a message, we ask that you promptly reply by phone, text or email.