

YOUR UPCOMING OPTOMETRY APPOINTMENT



Our optometry team is looking forward to seeing you for your appointment at our clinic!

Dear Patient,

New procedures have been implemented in our clinic to ensure your and everyone's health and safety as a result of COVID-19. Our temporary measures are based on **health authority guidelines** and **recommended best practices** from our provincial optometry association, so as a patient, you can feel comfortable coming to our clinic.

Safety measures

With our new procedures, things may look a little different when you visit the clinic. Our new measures involve thoroughly **disinfecting** all surfaces and equipment in between patients, reduced patient volume within the clinic and shorter appointment times. We appreciate your patience as we work to protect your safety, while still providing the best possible eye care. We are excited to have you returning to the clinic and are here for you if you have any questions!

Staff members will be wearing masks, but we'll have a smile underneath!

For your protection and ours, we may also wear other protective equipment (PPE) such as gloves or plastic visors and may limit conversation during your exam.

Before your appointment



604-942-4212

Call in advance to confirm your appointment.

You may be asked:

- If you have any eye issues that you think are urgent



- Questions concerning COVID-19:

- Have you travelled outside of Canada in the past 14 days?
- Are you experiencing any symptoms of COVID-19 (fever, coughing, difficulties breathing, etc.)?
- Have you been in close contact with a confirmed or suspected case of COVID-19?

During your appointment



Follow **instructions** from clinic staff



Arrive just on time, not early. We allow a limited number of patients in the clinic at the same time



Wear a face mask or PPE if possible
Avoid removing or touching it



Use the **hand sanitizer / hand-washing station** provided



Come **alone** if possible and respect **2 metre social distancing**



Number of chairs may be **reduced or changed** to ensure social distancing



Ask before you touch eyeglasses, eye treatments, etc.



Magazines, books and toys **removed** from the waiting area

After your appointment



Tap payment or electronic billing **preferred**



All surfaces and equipment **thoroughly disinfected**



Use the **hand sanitizer / hand-washing station** provided

For more information



604-942-4212
www.pocovisioncare.com

