

COVID-19 (CORONAVIRUS) REOPENING:

A MESSAGE TO OUR PATIENTS

We are pleased to let you know that Klibanoff Eye Associates is reopen for routine eye care. As COVID-19 (Coronavirus) situation evolves, we would like to inform you about the steps we continue to take in order to protect the health and safety of our patients and employees.

As always, our office follows all rigorous standards set forth by the CDC, OSHA, and Rhode Island Department of Health. We have procedures in place to maintain a sterile environment in order to ensure a safe visit for our patients and employees. Safety precautions we have undertaken include:

- In addition to our robust routine cleaning and sterilizing regimen of the office and exam rooms between patient visits, we “deep clean” the entire facility, especially commonly touched surfaces, multiple times per day.
- We are screening all patients and visitors who enter the facility for COVID-19 symptoms.
- We kindly ask that anyone, unless they are an *essential* care provider, accompanying you to your appointment remain in the car to limit the number of people in the building. Minors may be accompanied by one parent/guardian. Any patient who is accompanied by more than one person will automatically be rescheduled by our staff.
- It is mandatory for everyone (patients and essential care providers) entering the facility to wear a face mask at all times. If you are not wearing a face mask your appointment will be rescheduled.
- We are taking everyone’s temperature with a highly calibrated non-contact thermal infrared camera.
- Upon entering the building everyone is instructed to use the hand sanitizer at the check-in desk.
- Hand washing sinks are present in our clinic and frequent hand washing is encouraged. Hand sanitizer is provided in all our exam rooms and waiting areas for both patients and employees.
- We are exercising “social distancing” in our waiting areas by limiting the number of people by reducing available seating and using floor markings as a guide for patients to maintain safe distance while in line.
- We have see-through plexiglass barriers between employees and patients at administrative areas such as check-in, check-out, and optical.
- In order to ensure frame selection safety, once a patient has completed their frame selection process, a staff member will disinfect each pair of frames before replacing them on display.

- We are asking our employees to stay home if they feel ill. They will be screened for COVID-19 symptoms and their temperatures will be taken upon arrival.
- Employees are required to wear a face mask at all times and practice appropriate hand hygiene and respiratory etiquette.
- We have adequate personal protective equipment (face masks, face shields, gloves) for our staff.

We would also like to ask all our valued patients to please stay home if you or anyone in your household:

- are feeling ill (fever, cough, shortness of breath, muscle aches, chills, runny nose or stuffy nose, sore throat, headache, diarrhea or feel sick in general)
- have recently travelled internationally or domestically
- have been in close contact with anyone who has recently traveled internationally or domestically
- have had contact with someone who has been under investigation for/or diagnosed with COVID-19 (Coronavirus)

Under these circumstances, we will happily reschedule your appointment.

We will continue to use our telemedicine platform for our established patients who request it. We will not be using this platform for comprehensive eye exams, but if you have an emergency problem like a red eye or swollen eyelid for example, please call the office at (401) 723-3400 or email us at info@klibanoffeye.com and we can schedule to see you remotely.

Please do not hesitate to contact us at (401) 723-3400 if you have concerns. We will continue to closely monitor the situation, act accordingly, and do everything we can to assist you, our valued patients.

Thank you,

Klibanoff Eye Associates