eyecare FAQ

EYECARE DURING THE **RECOVERY PHASE** OF
COVID-19 OUTBREAK

YOU AND YOUR HEALTH

- Our staff will telephone you the day before your appointment to complete a pre-appointment screening form to ask about your current health. You will be asked the same questions again when you attend the practice.

- If you feel unwell on the day of your appointment please cancel and reschedule once you are sure you are not carrying the coronavirus.

AT THE PRACTICE

- Please attend appointments on your own.

- A parent/guardian/carer/translator may attend if needed, and will be asked to come into the testing room to allow social distancing from other people waiting.

- On arrival, please use hand sanitizer or wash your hands.

- All staff have been advised that if they feel unwell at all to not attend work to create a safe environment for you.

- Reception waiting areas and communal spaces will be clearly marked out respecting social distance.

- Consulting rooms and communal areas will be disinfected between every patient and before practice opening, at lunchtime and at the end of the day.

- Where possible we will ask you to pay using contactless methods or over the phone in advance of your appointment.

- Our waiting room will no longer offer newspapers and magazines, since these items are difficult to clean and disinfect.

PPE

- We may ask you to wear personal protective items which may include disposable gloves and masks. We will provide these items for you if required.

- You are likely to see staff wearing personal protective equipment (PPE). If our staff wear PPE, there may not be a requirement for you to do so too. We may also use clear 'germ-guards' at the reception desk and/or on testing equipment to protect you.

BOOKING APPOINTMENTS

- We will arrange appointments to allow for social distancing.

- Some review appointments, necessary follow-ups and initial consultations may be provided remotely by telephone or video communications.

- If you need to order or collect spectacles, or if you need a repair or adjustment, please book an appointment.

MAKING EYECARE **CLEARER**