

## COVID-19 - Business Un-Usual

To promote the wellness and safety of our patients and staff, we are resuming our normal business hours and routine care with the following implemented new policies. These protocols include requirements from the Center for Disease Control (CDC), the American Optometric Association (AOA), the Texas Optometry Board (TOB) and the Occupational Safety and Health Administration (OSHA).

BEFORE COMING	<p><b>All visits and exams are by appointment only (512-454-1900)</b>, so that proper social distancing and health protocols are in place.</p> <p>If you are coming for an eye exam, please fill out the online patient forms before getting to our office.</p> <p>Curbside pickup or free delivery is available for glasses and contacts.</p>
SCREENING	<p>We screen our staff at the start of every business day.</p> <p>Please reschedule your visit if you have:</p> <ul style="list-style-type: none"> <li>• tested positive for COVID-19 within the past 14 days.</li> <li>• a fever, shortness of breath, cough, fatigue, muscle aches, sore throat, loss of taste/smell or other symptoms related to COVID-19.</li> </ul> <p>In office screening - we will reschedule your visit if your:</p> <ul style="list-style-type: none"> <li>• Oxygen saturation is 90% or below.</li> <li>• Temperature is 100°F or greater.</li> </ul>
UPON ARRIVAL	<p><b>Please call us from your vehicle at 512-454-1900.</b> We have virtual check-in. No more waiting...inside our office! Unless you are coming with a minor or need assistance, please come by yourself.</p> <p>If you are here for an eye exam, Dr. Le will contact you while you are in your vehicle to review your ocular/health history and discuss your eye care needs. We will email you a link for a brief telemedicine visit before coming inside via <a href="https://doxy.me">doxy.me</a> or through a phone call.</p>
MASKS	<p><b>All staff and patients are required to wear a mask</b> to reduce droplet emissions. If you do not have a mask, our office will provide one.</p> <p>Despite the temporary discomfort, the CDC, AOA, TOB, and OSHA encourage the use of masks for everyone's safety. Our staff, patients and their families appreciate your thoughtfulness and cooperation.</p>

<p><b>ADDITIONAL SAFETY MEASURES</b></p>	<p>Staff is required to disinfect hands before and after every patient interaction. We have sanitizer and masks (if you forget yours) available.</p> <p>All exam rooms, patient areas, equipment, and instruments are cleaned and disinfected after every patient.</p> <p>All glasses are disinfected after any handling with our UV-C Sanitizer machine and sanitizer spray.</p> <p>All exam rooms and patient areas have air purifiers that will purify the air 2-4 times per hour. Our main purifier can filter airborne particles down to 0.003 microns.</p> <p>Staff are provided with all the necessary personal protection equipment (PPE) needed to help keep everyone safe.</p>
<p><b>SOCIAL DISTANCING</b></p>	<p>We rearranged our office to ensure that different patient areas are at least 6 feet apart and added sneeze guards where appropriate.</p> <p>We limit the number of people in our office at any given time to manage safe distance practices.</p>
<p><b>TELEHEALTH</b></p>	<p>Whenever possible, examinations and/or follow-ups are available through telemedicine via <a href="https://doxy.me">doxy.me</a></p>

Your peace of mind and your well-being are our first priority! We know it isn't business as usual right now - things are weird (and can even be a bit scary)! We want you to know how much we truly care, how we are committed and how we are prepared to keep serving you. Since the day we closed our office to routine exams, we have been working extra hard to re-imagine our space, implement new protocols, and improve the flow of patient care to make your next visit an amazing one!

Should you have any questions or concerns, please do not hesitate to contact us.

Your health and safety is our priority.

Thank you for supporting our office.

We look forward to taking care of you vision needs!

512-454-1900 | [www.bellavisionaustin.com](http://www.bellavisionaustin.com) | [info@bellavisionaustin.com](mailto:info@bellavisionaustin.com)