

## STL Vision Covid-19 Policies

### **Scheduling your appointment:**

Please call 314-351-0101 to speak with our staff to schedule your appointment. For the safety of our patients and staff, we are instituting practices to make our workflow as contactless as possible. We appreciate your understanding and cooperation.

When scheduling via phone our staff will ask if you have recently experienced or are you currently experiencing any symptoms of COVID-19, including fever, cough, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat or loss of taste or smell.

Could you have possibly been exposed to anyone confirmed to have COVID-19 or exhibiting COVID-19 symptoms?

If the answer is yes then we will reschedule your appointment for a later date when you have been symptom free for at least 14 days.

Our staff will explain what you can expect when arriving at our office.

### **Pre-arrival Items:**

Our staff will direct you to access your patient forms on our website or the patient portal.

We will offer you the option to pay your copay or any balance due with your credit card via phone. A check drop box will be available in the office at your appointment time. We are not accepting cash at this time.

We will gather insurance information over the phone to process eligibility before your appointment.

While we understand it is an extra step to access our website and patient portal we appreciate your efforts to help us move towards a streamlined and contactless process for everyone's safety.

### **Arriving for your appointment:**

Masks are REQUIRED at all times for anyone entering the building.

Only patients with a scheduled appointment should enter the building. Visitors and family members must remain outside the building. They are asked to wait in the parking lot or their

cars during your appointment. One family member or friend will be allowed to enter with a patient only if ambulatory or auditory assistance is required.

Please stop at our new screening station on the 2nd floor lobby prior to checking in. A staff member will be there to greet you and screen all visitors to the building.

You will again be asked if you have recently experienced or if you are currently experiencing any symptoms of COVID-19, including fever, cough, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat or loss of taste or smell.

Could you have possibly been exposed to anyone confirmed to have COVID-19 or exhibiting COVID-19 symptoms?

Our staff will perform a temperature check using a non-contact forehead thermometer.

### **Enhanced Safety Measures**

- Daily screening for all employees attesting that they show no Covid-19 symptoms, have no known exposure and temperature is within normal limits
- Our staff will wear personal protective equipment including face masks and gloves
- New plexiglass guards have been installed throughout the clinic
- We have reduced our clinic volume
- We continue to reduce the amount of paper and contact between patients and staff.
- We will take you to an open exam room at our first opportunity and reduce the need for use of waiting areas.
- Enhanced cleaning in all areas of the clinic.

### **Optical Shop**

No more than 2 people will be allowed to enter optical at a time. NO frame handling. Our optician and staff will retrieve all frames and place them on the table for you to try on. All frames will be sanitized before being replaced on board.

### ***Thank You!***

We thank you in advance for your cooperation and understanding as we implement new workflows in our office. You may find yourself experiencing longer appointment times than in the past. The safety of our patients and staff is our number one priority. It is our pleasure to be your trusted eye care provider.

