

Despite the challenges of COVID-19, Phoenixville Eye Care Specialists has taken action to ensure the safety of both our patients and staff through strict in-office safety protocol. We are pleased to report that as of February 1st, 2021, 95% of our staff will have been immunized against COVID-19.

However, we understand that this is not a time to let our guard down, and our doctors and staff will continue diligently working to ensure the safety of those who seek care in our office. Additionally, our team is in continuous dialogue with both national and local health authorities to ensure proper safety protocol is in place to protect our patients. We are following all rules enacted by Governor Wolf.

Ultimately, it is important to address the many clinical needs of our patients, as well as critical health screenings and procedures that may have been postponed recently, such as glaucoma follow-ups, macular degeneration checks, contact lens follow-ups, and diabetic eye exams, many of which are essential to maintaining the ocular well being of our community. We also believe that good eyesight via proper eyewear is essential to healthy functioning, even when someone is quarantined at home.

Feel Confident in Your Care

Now that we better understand the risks and spread of COVID-19, we are more prepared than ever to help ensure a safe environment for our patients to access care. Our office and two surgical centers are taking the following precautions, as well as requiring participation from patients, to minimize exposure and help you feel confident in receiving the quality eye care you deserve.

What You Can Expect From Us

Extensive Cleaning.

Cleaning of exam rooms takes place between each patient visit, along with frequent disinfecting of our welcome areas and frequently touched surfaces.

Enforcement of Social Distancing.

Our welcome areas have been arranged to provide more separation between seats. We are also encouraging patients to wait in their cars whenever possible. After you check-in, we will be happy to send you a text when we are ready for you. Completing the new patient paperwork in advance whenever possible will minimize the extra time in our waiting room. Social distancing is enforced in the dilation area or when possible patients may remain in their exam room while dilating.

Limited and Adjusted Schedules.

While we are pleased to welcome our patients, we are doing so with an abundance of caution, reducing the number of appointments each day to have fewer individuals in our office at the same time. If you have an upcoming appointment previously scheduled, it's possible you may be contacted to reschedule if necessary, in order to achieve this.

Patient Screening.

We will continue to screen all patients with our COVID-19 screening questions and will be closely monitoring patient temperatures.

Staff Screening.

All staff are screened daily for symptoms of COVID-19 and temperatures are checked daily prior to beginning their shifts. Anyone exhibiting symptoms, or who has been in close contact with an individual with symptoms of COVID-19, will be quarantined according to the current CDC guidelines prior to returning to work. As of February 1st, 2021, 95% of our office staff will have been immunized against COVID-19.

What You Should Do

Wear a Mask.

All patients must bring a mask or facial covering to wear at all times when in our offices. Our staff members are also required to wear a mask. At times we may ask you to briefly hold your breath—don't be alarmed. Not only does it keep staff and patients safer, but it allows everyone every to see more clearly instead of fogging up the many lenses we all use to complete the eye exam thoroughly but efficiently.

Don't Bring Visitors. At this time we prefer if additional family members, including children, do not come to our office. Exceptions will be made for medically necessary assistance, or if the patient is a minor.

Stay Home If You Are Unwell.

If you are experiencing fever, cough, or shortness of breath, please call us to reschedule or shift your visit to a telemedicine appointment if your eye condition is suitable for that. COVID-19 can present with conjunctivitis, so in the interest of everyone's safety, we recommend you do not come into the office and follow up with the local ER instead.

Don't Put Your Health On-Hold.

At Phoenixville Eye Care Specialists, your well being is not elective. In addition to in-office visits, we are also offering virtual visits when your eye condition warrants it (red eyes, chalazions, contact lenses renewals, etc.) Contact the office to schedule a telemedicine appointment, and connect with your doctor via laptop, tablet, or mobile phone. We have created a special email address, urgent@phoenixvilleeyecare.com, for you to send photos of your ocular condition. A technician or physician will respond to you as soon as possible.

Stay Connected.

We want to stay connected with you and we look forward to seeing you in our office soon! In the meantime, visit our website or Facebook page for updates related to COVID-19 and your care.

Please stay well, and above all, don't put your ocular health on hold. Our eye doctors are here for you to do whatever it takes to help you see properly!

Sincerely,

Jamine L. Shechter, MD, Owner, Phoenixville Eye Care Specialists

Susan R. Wilton, MD

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