

May 15th Update: Despite the challenges of COVID-19, Phoenixville Eye Care Specialists has taken action since the start of the pandemic to ensure the safety of both our patients and staff through strict in-office safety protocol. We are pleased to report that as of May 15th, 2021, All of our staff is immunized against COVID-19.

CURRENTLY, THE CDC IS STILL MANDATING MASK WEAR WHILE IN HEALTH CARE SETTINGS.

### **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. Patients may wait in their cars and 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 still 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.

Patient Screening.

We will continue to screen all patients with our COVID-19 screening questions and will ask if you have been vaccinated. This information is private, but you can opt to not answer and we will document that.

### **What You Should Do**

**WEAR A MASK.**

All patients and their family members 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 to see more clearly instead of fogging up the many lenses we all use to complete the eye exam thoroughly but efficiently.

Stay Home If You Are Unwell.

If you are experiencing fever, cough, or shortness of breath, and have not been vaccinated, 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](mailto: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

Kayla Bond, OD