

## **COVID-19 Update from North Toronto Medical Optometry and Vision Care**

### **We will be back soon for your Eye Care needs!**

To Our Loyal Patients,

We are happy to announce that we will be resuming in person patient care soon. While we are preparing our office to make it even safer than before for the health of our patients, community and staff, we would like you to review our new office policies. We have implemented enhanced screening measures and safety precautions, as per recommendations made by our Regulatory College and the Ministry of Health in Ontario.

Just remember, things may look different, but we're still the same trusted, dedicated professionals you knew before COVID-19. Please abide by our new office policies and help us navigate these unprecedented times as we try to protect our staff, patients, doctors and community.

### **Prior to your Appointment**

At the time of booking your appointment and prior to entering our clinic on the day of your appointment, a self-declaration of health with a series of screening questions will need to be performed. These will be performed over the telephone in order to reduce dialogue/time in the office. Please reschedule your appointment if you have been out of the province within 14 days of your appointment, are experiencing any of the following symptoms or have come in contact with a probable case of COVID-19.

- Fever
- Chills
- Cough
- Shortness of breath (difficulty breathing)
- Sore throat and painful swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Loss of sense of taste
- Muscle aches
- Fatigue
- Loss of appetite
- Recent history of pink eye (conjunctivitis)

If you need to reschedule your appointment, please contact us and we can arrange a new date or consider the possibility of a virtual consultation depending on the reason for your appointment.

To minimize contact during the check in process, all essential personal information and a “needs assessment” will be collected over the phone or online using our NEW PATIENT INTAKE FORM. All patients will also need to complete the Communication Consent Form. Payments for eye exams, contact lenses, dry eye products and procedures will also be taken over the phone via credit card or e-transfer

### **Arriving at your Appointment**

Please follow the guidelines as we are limiting access into the office:

- Call from your vehicle when you arrive so we can collect additional information we need, accept payment if applicable, and review the screening questions. One of our team members will authorize your entry
- Arrive alone if possible
- Arrive wearing a mask, gloves are optional (please note, patients that arrive without a mask will not be seen for their appointment)
- Sanitize your hands upon arrival
- Maintain physical distance within the office (2 meters apart)

### **Our commitment to Health and Safety**

Entry to the office will be by appointment only.

In circumstances where physical distancing is not possible (i.e. during parts of your eye exam), we have PPE in place to keep you and team members and optometrists safe. This includes, but is not limited to, face shields, KN95 or surgical masks, and goggles and gloves.

All North Toronto Medical Optometry staff and doctors will need to complete a self-declaration of health every morning prior to entering the office. Frequent handwashing will be enforced before and after each patient encounter and throughout the day. All points of contact in the clinic including the examination room will be disinfected after each patient encounter.

However, we are happy to say the disinfection process in the exam room and pre-test area was in place prior to the COVID 19 pandemic

We look forward to welcoming you back into our office soon and taking care of your eye care needs soon!

All our best,

Doctors and Staff at North Toronto Medical Optometry and Vision Care