

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

We are back!

To Our Loyal Patients,

We are happy to announce that we have resumed in-person patient care. We would like you to review our new office policies when booking an appointment with us. 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 to reduce dialogue/time in the office. Please reschedule your appointment if you have been out of the country 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. Patients needing a virtual consult will also need to complete the Communication Consent Form. We have also implemented a contactless payment system for payments for eye exams, contact lenses, dry eye products and procedures.

Arriving at your Appointment

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

- Arrive no earlier than 5-minutes before your scheduled appointment time. A staff member will let you know if the office is sanitized and ready for 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 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

