



LATEST UPDATE (05/01/2020):

Dear Valued Patients:

At Riverside Eye Center, our patients and associates are like family. As COVID-19, the coronavirus, continues to have an increased impact on communities around the globe, we feel it is important to connect directly with you to share more about the steps we're taking to ensure our patients and associates remain safe and in good health. After careful consideration and with the support from Governor DeSantis, Riverside Eye Center and Riverside Surgery Center have officially decided to resume clinic operations and resume elective surgeries at our Riverside surgery center. We will resume regular operations on Monday, May 4th.

As you can imagine, it will be a very different environment upon reopening, and we will be very attentive to all elements of social distancing and precautionary safety measures given the continued threat posed by the COVID-19 virus. We are implementing careful operational restrictions and sanitation measures in order to maintain appropriate social distancing among all of our patients and team members.

To protect the health and safety of all of our patients and our entire team, we require that all patients wear protective face covering during their visit. If you do not currently have a mask, please see the CDC link below for making your own mask.



Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>



For Our Patients

- To minimize exposure and maintain effective social distancing, only patients are permitted in the building unless medical assistance is required. Guests or drivers are welcome to wait outside the office in their car.
- To effectively maintain social distancing guidelines, please enter the building on time for your appointment. Do not arrive early or late.
- All patients and visitors are required to wear a protective mask during their visit to protect the health and safety of all our patients and team members.
- ALL patients and visitors will be screened for coronavirus risk factors using the CDC guidelines, including having your temperature taken to ensure contamination within the office is minimized.
- We encourage our patients to follow the CDCs suggested hygiene practices to reduce the spread of the virus.
- We require that patients reschedule their appointments if they have experienced fever, cough, or shortness of breath over the last 7 days, or have traveled 100 miles or more from their home or any high-risk areas affected by coronavirus in the past 14 days.
- In the event that we are running behind and effective social distancing is not possible in our waiting room, patients may be asked to wait in their automobile.
 - At check-in, we will ask patient for their cell phone number in the event that we need to contact them while they are waiting in their automobile.
- No walk-ins will be allowed. All patients entering the building must have an appointment for the Eye Center, Surgery Center, Optical, Aesthetics, or Hearing departments.
- To pick up products, glasses, or hearing aids, appointments must be scheduled. We will meet patients outside the covered driveway for delivery, when possible.
- We request that new patients print out our registration paperwork, complete it at home, and bring it with them to their appointment to minimize time in the office.
- We are changing patient flow in our office to minimize crowding, limiting visitors allowed in our lobby, making arrangements for social distancing in our waiting area, and asking patients to wait in their cars until we are ready.



In Our Clinic and Surgery Center

- We are cleaning common areas more often, including handrails, check-in/out stations, chairs, countertops, exam rooms, phones, computers, and doorknobs.
- We will have cleaning services throughout the day for the waiting areas, and associates will continually wipe down high touch areas (door handles, keyboards, counter tops, etc.) with an FDA-approved registered disinfectant,
- We are sanitizing restrooms more frequently and restocking with supplies, including soap, and paper towels,
- We have added extra hand sanitizer at front desk areas, clinical areas, and reminding everyone to practice proper hand hygiene,
- We are continuing to wipe down all surgery rooms, exam rooms and equipment, computers, and furniture after every patient visit,
- We are partnering with our suppliers to replenish high-demand preparedness products,

For Our Team Members

- All Riverside Eye Center and Riverside Surgery Center team members will be screened for coronavirus risk factors using the CDC guidelines twice daily and are encouraged to diligently monitor their own health and well-being to prevent contamination within the office.
- All team members must wash their hands frequently, before and after any patient contact.
- All team members must wear a mask at all times, except during breaks.
- We have asked our associates to stay home if they, or someone in their household, are sick.
- We have provided hand sanitizer and tissues, and strongly encourage the practice of social distancing.
- We have suspended business air travel for associates, reducing travel.
- We have implemented additional infection control training for the safety of our patients and team.

Thank you for your patience and understanding while we work through these unprecedented and stressful times. Our highest priority is the safety and wellbeing of our patients and team members.