Suggested Protocol for Day-to-Day Operations

COVID-19 may prove to be disruptive to day-to-day operations in your practice. Please review some of the notes that other Kansas optometrists have suggested.

- Reschedule at least a month out for anyone who has a concern due to COVID-19
- Have a sign on the door with information from the CDC saying:
  ... if you do not feel well, have a fever, have been around someone exposed or have been out of the country over the last 14 days, please do not enter the building
- If a patient comes in and is not feeling well, reschedule the patient
- If a patient comes in and is not feeling well but does not wish to be rescheduled:
  - Offer to check their temperature (if possible)
  - Plan for extra time for sanitization following appointment
- If a patient comes in with an ER eye problem and is not feeling well, mask and take to the exam room
- See patients same day for red, pain, loss of vision, foreign body, scratch, etc.
- See patients within 24 hours for flashes and floaters
- Extend contact lens prescriptions, and provide trial lenses when appropriate to get through a couple months
- Make hand sanitizer available in every room, on every dispensing table, at the front desk and in lobby
- Don’t allow patients to touch frames on the board
- After frame selection, wipe frames down with disinfectant
- Limit patients over the age of 65 unless they have an emergency
- Ask patients to not have others with them at the exam unless necessary.
- Ask that patients not have others come back to the exam room with them unless it is a young child
- Remove all magazines from the office and any toys from the lobby play area (if applicable)
- Wipe all surfaces down several times a day
- Have patients wait in their cars until we call/text for them to come in
- Call patients with prescriptions that are expiring soon and, assuming no drastic changes, refill if you can
- Collect all payment over the phone
- Minimize the overlap of patients by only scheduling one appointment at a time
- Make a container of “clean” and “dirty” pens; be sure to clean the dirty pens before reuse