



YOUR VISIT: **Patient Safety**

What to expect at your visit/appointment

As we continue “new normal” operations, Eye Consultants of Pennsylvania is taking careful precautions to ensure the health and safety of patients, physicians and employees by reducing the potential for virus transmission and enforcing social distancing.

Appointments:

- All offices are open for appointments for patient visits and elective surgeries, with extensive precautions in place to protect the health of patients, physicians and employees. If you need an appointment, please don't hesitate to call 800-762-7132 or visit EyeConsultantsOfPA.com.
- In order to maintain social distancing, we continue to limit the use of, and capacity in, our lobbies. To expedite your upcoming visit, and to reduce the time spent in the office, a staff member will call you – as early as the day before or up to the morning of your appointment. In preparation, please provide our receptionist with the best contact number where we can reach you during that time. If you have a preferred time to be called, let us know that, too. This will help us to serve you safely and more efficiently during your next office visit.

Patient welcome process:

- All patients will wait in their cars until they are called by our receptionist to begin the appointment process.
- Our entire “check-in” process, including medical histories, medications, personal information, credit card charges for co-pays – as well as a brief screening for flu-like symptoms, will occur by telephone before you exit your car.
- If you do not have a cell phone, or access to someone's cell phone, a “loaner” cell phone will be provided to you. Please let us know, in advance, if you require a loaner phone.
- When it's time for your appointment, the receptionist will call your cell phone and direct you to our transporter/ screener at the front door, who will take your temperature before escorting you directly to your exam room.

- For new patients, the screener will also collect your completed New Patient Registration Forms, as well as your insurance card.
- All patients must wear face masks that cover the nose and mouth. They are required for anyone entering our buildings. If you do not have one, we will provide a disposable “ear loop” mask for your use.
- Masks with a valve are not acceptable, as they do not protect those to whom you are talking. If you wear one to your appointment, you will be asked to cover it with another mask or to remove your mask and wear a loop mask that we will provide to you. We appreciate your cooperation.
- No visitors will be permitted UNLESS the patient is a child or needs assistance with walking or translation. Permitted visitors must wear face masks, too.

WYOMISSING

1 Granite Point Dr.
Suite 100
Wyomissing, PA 19610
TEL 610-378-1344
FAX 610-378-9508

POTTSVILLE

100 Schuylkill Medical Pl.
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Pottsville, PA 17901
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POTTSTOWN

293 Armand Hammer Blvd.
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LEBANON

770 Norman Dr.
Lebanon, PA 17042
TEL 717-272-2161
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BLANDON

219 East Wesner Rd.
Blandon, PA 19510
TEL 610-926-4241
FAX 610-926-8160



During your visit:

- Your doctor and/or technician will visit you in your exam room as soon as he/she is available.
- Doctors and technicians will be wearing full protective gear (PPE) and will complete your evaluation as quickly as possible to limit exposure.
- Your physician will speak as little as possible during the examination, and we request that you do the same (again, to limit exposure). But if you have a question, please don't hesitate to ask it.
- Your doctor will, if necessary, communicate with our staff by hands-free telephone, as required by the social distancing protocols we have in place for everyone's safety.

After your visit:

- When your visit is completed, you will be able to check out at reception.
- The details of your visit will be available to you on our online Patient Portal. If you have not yet signed up for the Patient Portal, a "token" to register for the Patient Portal will be provided to you or can be accessed via our website.

Glasses and contacts:

- Appointments and walk-ins are welcome at Lor-Ron Optical. You may be asked to sign in before beginning to browse, so we can ensure all frames touched are properly disinfected. In-person pickup of contact lenses and eyeglasses is also permitted, and curbside pickup is available. Please note that the Lor-Ron office in Wyomissing will be closed on Saturdays through the end of October 2020.

We will continue to monitor developments related to the coronavirus (COVID-19) pandemic around the clock, and we will adjust these processes and procedures accordingly. We will also post periodic updates on our website (EyeConsultantsOfPA.com) and on social media.

If you have a question about your care, or you need an appointment, call 800-762-7132 or visit EyeConsultantsOfPA.com.

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