

## Herzig Eye Institute COVID-19 Patient Protocol “We are Prepared, so you are Protected”

May 20, 2020

During this unprecedented time, Herzig Eye Institute has taken a number of steps to help stop the spread of COVID-19 and ensure our clinics are safe for patients and staff. This includes providing appropriate personal protective equipment for our staff members, physical distancing, restricting guests, performing temperature checks and COVID-19 screening for everyone who enters our doors. In order to keep you safe, we are implementing the following protocols:

### Before Your Appointment

1. If this is your first visit to our clinic, please make sure that you have completed our registration form and returned it by email.
2. Review the COVID-19 Screening questions below to ensure that you are healthy and not at high risk of exposing others to COVID-19.

### [COVID-19 Screening Questionnaire](#)

Are you experiencing any of the following symptoms?

- Severe chest pain
- Fever
- Worsening cough
- Difficulty breathing
- Loss of sense of smell or taste
- Digestive issues
- Falling down more than usual
- Difficulty swallowing
- Confusion
- Chills
- Sore throat
- Stuffy or congested nose
- Headaches
- Fatigue

- Have you travelled outside of Ontario or Quebec within the last 14 days?
- Have you been in contact with someone who has tested positive for COVID-19?
- Have you been in contact with someone who has travelled outside of Ontario or Quebec in the last 14 days?

### Did you answer 'yes' to any of the previous questions?

If you believe you may have been exposed to COVID-19 or you are experiencing any of the symptoms above, please **RESCHEDULE** your appointment at the Herzig Eye Institute and take the Government of Ontario [COVID self-assessment test](#) to get a recommendation of what you should do next.

### In-Person Appointment Arrival Process

- **You must wear a mask to your appointment.**
- We recommend you remove contact lenses at home and wear your glasses.
- Please limit the number of personal belongings you bring to your appointment.
- When arriving at the Herzig Eye Institute entrance, we ask that you use the hand sanitizing station immediately upon arrival and then proceed to the “Screening Station” before approaching the reception desk.
- At the “Screening Station” we will take your temperature and have you sign the COVID-19 screening questionnaire.
- You may then proceed to the reception desk for appointment check-in.

### Guest Policy

At this time, guests will not be allowed to accompany patients into the centre unless absolutely required. By approval, an exception will be granted for translators, personal caregivers, and accessibility. If an exception is made, no more than **1 guest** per patient will be allowed. The guest must sign the “Guest Sign-In Sheet” and provide name, address, and telephone number as well as completing the screening questionnaire. They must have their temperature taken and all guests must wear masks.

### Drop Off / Pick Up Process

Guests (drivers) should wait outside the building or in their car until notified by a staff member that the patient is ready to go home.

### Payment Policy

We will no longer be accepting cash as a form of payment. We continue to accept credit and debit cards and if necessary, certified cheques.

### Questions or Concerns?

If you have any questions, please don't hesitate to call us before coming in for your appointment. We want to assure you that we have your health and safety in mind and all of these measures are in place for your protection.

You can reach out to us at 416-929-2020 (Toronto) or 613-800-1680 (Ottawa).

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