

Thank you so much for your continued support of your local optometry practice. During this time, more than ever, your patronage is greatly appreciated.

The Contra Costa County Public Health Department has approved routine eye exams and has deemed preventative eye care as essential. We are excited to announce that we have reopened with extended hours to accommodate those of you whose appointments had to be cancelled or rescheduled. We appreciate your understanding during this time.

At Lafayette Optometric Group, our priority has always been to provide the highest quality of care to our patients. During these past few weeks, we have been busy creating an even better experience for you, a SAFE experience which implements new enhanced protocols to create a sanitized and clean environment for our doctors, staff, patients, and community. Here are some of the steps we have taken.

NEW POLICIES

- Patients MUST have an appointment to enter our clinic.
- Everyone age 12 and older MUST wear a mask upon entering the clinic.
- A closed front door entrance policy while we are open to maintain social distancing.
- Patients that are sick, coughing, or experiencing a fever will be asked to reschedule their appointment and will not be permitted to enter the clinic.
- We ask that patients come to their appointment alone. One "patient companion" will be allowed if this is a parent, guardian, caregiver, or translator.
- Hand sanitizer will be offered upon entry and hand washing is recommended at the end of the exam.
- Please remove gloves if you are wearing them to prevent any cross contamination.
- Curbside check-in: When you arrive, stay in your car and give us a call to check in. When it is time for you to be seen, we will give you a call to come in.

PROTECTIVE SAFETY EQUIPMENT INSTALLED:

- Counter shields/sneeze guards for the front desk and optical dispensary
- A portable air purifier with H13-grade true HEPA filter that filters out bacteria, viruses, pollen, and allergens in the optical dispensary and waiting room
- Slit-lamp breath barriers in all exam lanes
- Top of the line portable air filters with UVC sanitizer capability in each exam lane
- HVAC filters upgraded to FPR 10+ and MERV 12+ throughout the clinic
- Glasses sanitizing stations

WHAT WE ARE DOING

- Implementing social distancing by limiting the number of patients scheduled and staggering appointment times.
- Screening all employees for symptoms of COVID-19 and performing temperature checks prior to work daily.
- Requiring all personnel entering the building to wear masks at all times.

WHAT TO EXPECT FOR YOUR APPOINTMENT

- A safe environment that is thoroughly cleaned throughout the day and in between every patient. We are always happy to re-clean equipment in front of you. Don't be shy and just let us know. Your comfort is our priority.
- Curbside check-in: When you arrive, stay in your car and give us a call to check in. We will verify your information and perform a verbal COVID 19 screening.
- If you are a new patient, we ask that you fill out your paperwork online by going to the <CONTACT US> new patient information tab and click on the CLICK HERE link. For Dr. Christie's patients, the paperwork will be given to you during your curbside check-in.
- Upon entering our clinic, we will perform a non-contact temperature reading and you will be asked to use hand sanitizer.
- If you are interested in getting new glasses, our optician will work alongside you to pull the frames off the board. All our frames are to be handled solely by our opticians. We will clean and disinfect each frame every time it has been touched or tried on. There will be a 45-minute frame selection time limit, if you need more time, we are happy to reschedule you to another day to ensure you have ample time to make your decision.

We continue to be committed to the highest level of vision care. We miss you and look forward to seeing you and your families soon. Please stay safe and be well!

Warm Regards,
The Lafayette Optometric Group Team