

January 7th, 2022

To our Patients and Colleagues,

In response to the COVID-19 pandemic, Retina Associates of Western New York (RAWNY) have been implementing several safety measures since March 16, 2020. Your safety along with the safety of our staff is our highest priority. We are following the current CDC guidelines under the direction of the NYSDOH. These measures will be continuously updated as new evidence about COVID-19 becomes available.

In anticipation of your next scheduled appointment, you should be aware of several of the measures we are taking for your safety.

### **Appointments and scheduling**

**Your Arrival Time:** Please do not arrive more than 5 minutes prior to your scheduled appointment time. If you arrive earlier than that you will be asked to return to your vehicle until your appointment time.

**Are you currently experiencing any COVID-19 symptoms, including but not limited to fever, productive cough, or runny nose? Have you been exposed to someone who has tested positive for COVID-19, but without symptoms?** If you answered yes to either of these questions, please let us know so that we can schedule you appropriately and maintain the safety of all our patients and staff.

### **Check-in**

**Facemasks:** All patients, staff and physicians are required to wear a protective face mask that covers both the mouth and nose during the entire duration of their appointment. If you do not have a mask, one will be provided.

**Companions:** In accordance with NYSDOH in order to maintain appropriate social distance we ask that you please limit your companions to one companion at your appointment. All others will be asked to wait down in your car.

### **Social Distancing and Enhanced Cleaning**

**Waiting Room:** Our waiting areas have been modified to reduce congestion. Enhanced cleaning and protective measures have been instituted utilizing high-quality, approved cleaning solutions.

**Exam Room:** We have modified our examination, cleaning, testing, and treatment protocols in an effort to reduce the risk of exposure for patients and staff members.

**Physician Attire:** Patients will notice staff wearing masks, gloves, and/or different attire for protective purposes.

Thank you for your understanding and patience as we respond to this unprecedented pandemic. We look forward to the time we can return to more “normal” activities soon.