



## **WHAT TO EXPECT BEFORE & DURING YOUR EYE EXAM THIS YEAR**

We are doing our best to adjust our policies and procedures in light of COVID-19. Our goal is to responsibly and ethically service patients in the safest, most sanitary environment possible. Our top priority is the health and wellbeing of our patients, staff and doctors. We have modified our cleaning & disinfectant regimen as well as introduced measures to minimize touching surfaces & contact with other patients and staff.

### **Before Your Exam**

Please fill out the following forms online: Patient Intake, Financial Policy & COVID Questionnaire. They can be found at the Patient Center of our website at <https://www.austineyeworks.com/patient-center/>. Please bring your insurance card(s) and drivers license to your exam.

Please let us know ASAP if you have any symptoms of COVID. We will ask you the same questions you answer online the day of your exam as well as take your temperature. If you have symptoms consistent with COVID disease or have been exposed to someone with the disease, we will likely ask you to reschedule.

We are requiring all patients to wear a mask covering their nose and mouth when they are in our office.

### **“Virtual Waiting Room” (AKA your car)**

In order to minimize exposure for our patients and staff, we are asking you to stay in your car until we are ready for you. Please call or text our office @ 512.892.1864 when you arrive and we will come get you when an exam room is sanitized and ready for you.

### **Maintaining Social Distancing**

In order to maximize social distancing in our small office, we are asking that only the patient come to the exam. In the case of a minor or someone needing assistance like a caregiver or translator, please only bring ONE person with you.

We are spacing out exams and the time our staff is in the office. Please call ahead to schedule a time to pick up glasses or if you need assistance with selecting glasses, a glasses repair, etc. If you need to order contact lenses, please call our office & we will have them mailed to you.

### **Cancellation Policy**

With increased demand for appointments, please let us know ASAP if you need to cancel or reschedule your examination. You may incur a \$50 cancellation fee if you cancel with less than 24 hour notice of your appointment.

Please contact us if you have any questions or concerns. Thank you for your patience during this time.