



## A Notice From Parkview Optometry Regarding New Covid-19 Measures

Before your appointment, there is some information you need about what you can expect during your visit. When you come to the office, you will notice that we have implemented strict infection control procedures:

- No one will be admitted to the office with a cough, fever, sore throat, or history of recent (last 14 days) travel.
- There's a mandatory hand sanitizing station for staff and patients at our front entrance, we have plastic barriers at the reception and dispensary desks, and we no longer allow waiting in the office. Please arrive no earlier than your appointment time, or, if you do, please wait in your car.
- Our staff have full PPE and follow strict handwashing and health/safety measures at all times. Our clinical and shared spaces are thoroughly cleaned and disinfected after each patient visit.
- It's important that you arrive with your own mask that covers your nose and mouth. If you are unable to wear a mask for any reason, please reschedule your appointment to a time when masks are no longer required.
- You will receive an email that includes a Medical History and Needs and Consent Form patient information we must now collect for contact tracing in advance of your appointment. Please review it carefully. Also, because we've significantly reduced the number of appointment times we can offer to allow for physical distancing and disinfection, we require all patients to complete this form and return it within 48-hours of their appointment to guarantee your appointment time.

**If for any reason you can't complete the form**, let us know and we would be happy to do it with you over the phone. This will help ensure the time you spend in our office is efficient and focused entirely on your medical care.

Please ensure we have your correct email address so we can communicate clearly and efficiently.

Finally, because we've significantly reduced the number of patients we see in our office, we now have a strict 24-hour cancellation policy. If you do not attend your appointment or cancel with fewer than 24 hours' notice, you will be automatically **charged a fee of \$60 for the missed appointment**.

**Please keep an eye on your email in order to help us make your visit as smooth as possible.**

Thank you for understanding and helping us adjust to these new procedures,

The Parkview Optometry Team