



## **WHAT TO EXPECT THE DAY OF YOUR APPOINTMENT**

(Procedures in place based on CDC, OSHA, and AOA guidelines for the safety and well being of all patients and staff)

### **Before Arrival:**

- If you develop ANY illness, including COVID-19 related symptoms or flu leading up to your appointment day (and including the day of your appointment), you need to call us ASAP and reschedule.
- Please fill out an updated intake and consent forms that can be found on our website and Facebook pages. If you cannot fill these out in advance then please arrive 5 minutes early to allow time to gather this information.
- Please email or text us the front and back of ALL Medical and Vision cards.
- Please bring all glasses that you use, a list of medications that you are taking, and information regarding your contact lens (if applicable).

### **When You Arrive:**

- Our door will remain locked. Upon arrival please call or text (616) 887-2020 and let us know you have arrived. We will ask the model and color of your car. We will ask you to wait in your car until we come and get you for your scheduled appointment.
- If you are more than 10 minutes late for your scheduled appointment we will not see you that day. Unfortunately to maintain proper cleaning protocols and patient flow we need to adhere to a tight schedule which will not allow us to accept scheduled appointments running behind.
- We are limiting the number of people in our office, however to ensure the safety of you, our staff, and other patients, you will be expected to wear a mask at all times\* in our office. If you do not have a mask of your own you can purchase one from our office upon arrival. If you feel you have a true medical reason that does not allow you to wear a nose and mouth covering of any kind then you will have to wait to schedule an appointment when mask requirements are lifted. \*(a special exception on frame selection and certain procedures in the exam room)
- Your temperature will be taken upon entering our office. If your temperature is 100.4 or above, we will not see you that day.
- Adults, please come to your appointment alone. Minors or adults needing special assistance may have one other person accompany them to their appointment and will follow the patient through the process. Our waiting room is closed. Any additional people that you bring will be required to wait in your car.

- The check in desk has been moved to the front door. Here is where we will ask you to sign forms and collect your insurance information if you have not already done so electronically. Please bring BOTH your MEDICAL AND VISION insurance cards if you did not send it to us electronically.
- You will be escorted through the office during your appointment. Please allow staff to open any and all doors for you along the way.

**During your exam:**

This portion will be relatively unchanged other than the fact of wearing masks.

**Glasses Selection (if applicable):**

- Glasses selection and time in the optical will be scheduled. For the foreseeable future we can no longer allow unscheduled visits to our office for frame selection.
- Patients will not be able to browse frames alone in the optical area. We ask that you be seated at the table and we will bring frames to you to try on. ALL handled frames will be sanitized after each patient.
- We will adjust your new frame for comfort and fit the day of your appointment. If after picking up your new glasses, you need any adjustments, repairs, or have any concerns, please call the office. If need be, we will schedule a time to come in. Unfortunately we can no longer have patients just stop in at their convenience. EVERYTHING will require a scheduled appointment.
- All Orders must be paid in full for processing.

**Contact Lens Ordering (if applicable):**

All contact lenses will have to be paid for in full to order. We can arrange shipment directly to your home. For an annual supply we will ship them free of charge. A \$7.00 shipping fee will be assisted for quantities less than an annual supply. Quantities less than an annual supply may also be picked up at our office in a designated outside drop box for no additional fee.

**Check Out:**

All fees associated with your examination and order of glasses or contacts are due on the date of service. We have implemented a new card processing system to allow for “minimal contact” transactions in the office, via text and our website.