



Welcome! We are so happy to be able to be back to seeing patients.

There are a lot of new safety precautions and a few things we need to ask of you, so please read all the way through this days prior to your appointment, call us beforehand if you have questions or concerns. In times like this, we must adhere to policies to keep all our risks low.



## 2 - 3 Days Before Your Visit



If we asked for information about your insurance please provide that.

You may call us, e-mail us with a photo of your card(s)

([info@harboreyecare.com](mailto:info@harboreyecare.com)), or text it to us (respond to a text we sent you or use 603-430-0211).

As a courtesy, we attempt to verify insurance benefits ahead of time. If we don't have the information to be able to do that you will be asked to pay at the time of your service. We can still seek payment from your insurance and reimburse you but much better to get us your data ahead of time. Half our staff will be on duty each day, so we do not have the capacity to check insurances on the day of your visit.



Go on-line to fill out paperwork.

If you go to our website ([www.harboreyecare.com](http://www.harboreyecare.com)) select the *Patients* dropdown, then *Patient Forms*.

If you are a new patient click that link, fill in your data, and click *Submit* at the bottom.

If you are an established patient under *Existing Users* it asks for your *Passcode*, this is the email you gave us. That will allow you to edit your data so we have the up to date information for you and minimize time to do that in the office.



All areas of the office will be tightly scheduled. If you are certain you will or will not need assistance in our **optical area** please let us know. We have 1 optician and 1 patient in our optical area at any given time. If more patients need assistance than planned for we will ask the next person to sit (not browse) greater than 6' from where the first patient is being assisted or we may ask the next person to wait in their car and re-enter when we are ready. Therefore, when in doubt we prefer to set aside time for you in optical following your visit unless you let us know that will not be needed. If you change your mind the day of the visit we will do what we can to accommodate that change, but time in optical may need to be rescheduled.



You can assist in the efficiency of selecting **new glasses**.

Visit our website, [www.harboreyecare.com](http://www.harboreyecare.com) and on the home page scroll down, you will see 3 white boxes, select *'Try On Frames'* (direct link



<https://harboreyecare.com/try-on-frames/>) and browse much of our selection there.

This is best viewed on a computer but will work, with fewer features, on a tablet or smartphone. You can see the frames on your face via your computer's camera. You can turn your head to see the side view, fun technology! Write down and e-mail ([info@harboreyecare.com](mailto:info@harboreyecare.com)) the frame numbers you liked and we can be prepared with the items we have in stock set aside for your viewing the day of your visit.



## The Day of Your Visit

Stay at home if you are ill or have reason to believe you have recent exposure that may put others at risk. Call to alert us and reschedule, we are not tracking missed appointments during the time of COVID 19.

The following screening questions will be asked of you before you enter our office. If you have had any of the symptoms in the past two weeks please stay home and call us to reschedule.

- Fever, chills
- Cough, shortness of breath, difficulty breathing
- Muscle pain, sore throat
- Headache, loss of smell or taste
- Exposure to someone who has presumed or confirmed COVID-19 in the past two weeks



If you have a thermometer please **take your temperature** before leaving home. We will measure it at entry. Any measure at or above 100 degrees F will be repeated and rescheduled. Measuring at home could save you a trip to the office.



**Please come into your visit alone.** Minors may bring 1 parent/ legal guardian and those who require assistance may bring 1 caregiver in with them. Our exam rooms are too small to accommodate others in this time of social distancing. Our waiting area will also be closed off, so members of your household who come with you should please remain in the car. Please bring in with you as few items as possible, leave the coat and water bottle in the car.



Please wear a mask (a medical or cloth face covering, no valved respirators). If you do not have one, we will provide one upon entry. Our supply is limited, so if you do have one we appreciate you wearing it in.



During this time our doctors strongly recommend that all patients due for retinal health evaluation have **Optomap Retinal Imaging** in place of dilation. This does add a \$39 cost to your visit but may save you the dilation procedure (the doctor may specify imaging, dilation, or both for certain situations).



Please plan to pay with a credit card. If you conclude things on the phone after your appointment then you can go to our website: [www.harboreyecare.com](http://www.harboreyecare.com), use the *Patient* drop-down, select *Online*

*Bill Pay* and click *Pay by Credit Card*. You will need to enter your name, DOB, \$ amount, and billing information. We can apply your payment and send an electronic receipt. It is also fine to call in and conclude payment over the phone if you prefer.



## Upon Arrival



Stay in your car and call or text (603) 430-0211 to let us know you have arrived.

Our door is locked. A phone call will help us look for any missing details to expedite your time in office.

When we are both ready, we will meet you in the entry way to take your temperature.



If you do not have a face mask or yours appears loose we will give you a new/sterile one. You will be expected to wear the mask for the entirety of your visit. If you feel you are struggling to breathe or during your visit a lens we use fogs up or we feel you need to perform a specialty test without it we will discuss that with you. Removal of your mask is against the health protocols at this time, our staff will be wearing one, and we do expect you to keep yours on as well. Wearing a mask within our office is not optional at this time. If you have a medical concern that interferes with wearing a mask, call us a few days before your visit so that your doctor may review your needs and decide if we can keep the visit with other accommodations or if rescheduling is best.



Upon entry, **your hands will be sprayed with Pure & Clean.** This is a disinfectant shown to be effective against RNA viruses. We updated to Pure & Clean as our in office surface cleaner and hand spray a year ago and continue to select it as the best possible method (beyond hand sanitizers or soap) to disinfect with. There is traditional soap in our restrooms, in all other office areas this Pure & Clean is what we use. If you have touched something simply ask any of our staff we will spray your hands for you at any time throughout your visit, to keep you from needing to touch the bottles.



**A forehead non-touch thermometer will be used to check your temperature.** If this measures at or above 100 degrees F twice you will be asked to return home and we will reschedule your visit.



We will be diligently wiping down rooms between patient encounters, as well as all our public areas. However, it is best for you to touch as few things as possible during your time in the office. **Please refrain from touching** anything you can avoid. We will happily open doors for you, hand you any item we need you to hold, or touch, and we will clean it afterward.

If you visit our optical area we will select frames for you, or you may look and ask us to pull a frame off one of our frame boards for you to try on. As each item needs to be disinfected after being handled we need your help tracking anything that was touched. There will be trays for us to keep frames out of circulation until they have been disinfected.



To the greatest extent possible, please maintain safe social distancing, which means keeping a distance of at least 6 feet or more between any 2 people.



If your visit runs long, you have a number of questions or we feel there are lengthy discussions we would like to have but prolonged exposure time raises risk we may ask to conclude items by phone after you return home. This may be related to doctor education and explanations, treatment method directions, or discussions about glasses features. Please understand if we advise this it is to provide you the most thorough information without time pressures. Payments, instructions, questions, or optical choices can be concluded safely by phone or video conference after the fact as well. Our goal is efficient, thorough care with minimized risks for you and for us.



### After Your Appointment



Please help us wrap up any items by sending in requested responses or payments. If items were not finished we will contact you to conclude discussions and be sure questions are answered. Your patience is appreciated as we cannot be sure until this process begins where bottlenecks or time pressures will arise. We promise to keep perfecting our systems in this unusual time.

**Alert us immediately if you were at Harbor Eyecare Center for a visit and discover a fever or symptoms afterward. We have established protocols for these situations but the sooner we know exposure may have occurred the better we may handle this.**