



Harbor Eyecare Center is Prepared for Your Visit!



You have a visit to see us coming up but are nervous to come in, we totally get that. We also take that trust very seriously. Here are the things we are doing to minimize risks for everyone.



Our team answers all the same screening questions every day that you do. We are taking our temperature and logging it twice a day. Staying home if any symptoms are present is expected and that has been made clear, we will support our staff in making that best choice of health first.



Pure & Clean is our trusted product for disinfecting throughout the day. We have this in hand spray, surface spray, and even eyelid spray options. We are fully stocked and when in doubt spray it down is our motto.



Our reception area has breath shields up, the toys, magazines, even many of the chairs in our waiting area are put away. The protocol for everyone who enters the office is in the 'Patient Instructions' document you should have gotten/will get a number of days before any visit to our office. This includes monitoring people's temperature and symptoms, as well as using a hand disinfectant spray, Pure & Clean



All of our staff are wearing face masks at all times. If they are performing solo tasks or when eating lunch they are allowed to remove these, otherwise, they are to be kept on. Clean attire is worn to work and home again before removal and laundering, therefore we may be dressed a more casual than usual.



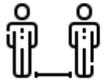
We have a cleaning company that does a thorough office cleaning once per week, now that is occurring twice a week. The timing of that is on Wednesdays and Saturdays after we close due to our team approach. If we have any staff or patient who reports exposure or symptoms we will close for cleaning and determine a safe reopen timeframe.



Our staff is on 2 teams and we will have only 1 doctor seeing patients at a time. These 2 teams are not crossing paths at any time. This will allow us to minimize the number of us exposed to one another. This team approach also means that if one of us has any suspicion of exposure or symptoms that team can be taken out of rotation until time allows for more certainty about risks. The team approach also means if a patient alerts us after the fact that they were in our office 2 days ago and now have symptoms and may have exposed us we can do more accurate tracing while we shut down, clean, re-open with the other team. It's a safer way to start and holds us at less than 50% capacity. Social distancing, efficient visits, and careful schedule are all easier with fewer bodies in the building at any given time.



The first 2 appointments of each day are being offered to folks in higher-risk categories. Entering our office when no one else has been there yet that day should provide the lowest risk visit opportunity. All other appointments have time spaces between them so ample time for disinfection between patients exists.



We have instituted a one-way traffic pattern around our office. There are X markings on the floor to help be clear about 6' separations. We have tags on the doors of rooms to be clear when a room is cleaned and ready for use vs when it has been used and needs to be wiped down. We have had interaction with our instrument manufacturers to be clear about the best cleaning protocol for our specialized devices. Our smallest patient care rooms have been equipped with air filtration devices with HEPAfilters and UV.



Each staff team has had documents sent to them ahead of time for review and then a full day of in-office training to review expectations, protocols, and procedures. Every effort has been made to think through each action and each location in our office and we have brainstormed and instituted our best plan of action to minimize facetime, achieve measurements in the safest ways, and eliminate cross touching of items.

We have personal protective equipment on site and have trained staff on the proper use of these items. Our staff is aware of the significance of this virus, and the best ways to achieve your eye care with minimal risk to any of us.



Our policies and procedures may be updated as patient care resumes. We can always be better and will always strive toward quality, safety, and efficiency without negatively affecting your experience and the custom care that makes us proud. We have and will continue to spend a lot of our time on CDC, OSHA, HHS, NH.gov, and other websites keeping up on the latest recommendations and information regarding COVID-19.



If you have feedback or a suggestion after your visit we are happy to hear from you. Our office manager, Debbie, can be reached at debbiehec@gmail.com.



Thank you for your patience, your patronage, and your trust.