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May 1, 2020

Friends and Family:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: **our commitment to your safety.**


Government officials have notified us that it is safe to reopen for business again and we will resume normal hours as of **May 18th, 2020**. Please call with any questions, so we can get back to providing the care our beloved patients and community expect and deserve.

Infection control has always been a top priority for our practice, and we consider ourselves "*masters*" in this regard. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Academy of Ophthalmology (AAO), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up to date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agency's recommendations.


You may see some additional changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- In order to adhere to social/physical distancing guidelines, we ask that your family members wait for you in the car, unless you have memory or physical issues.

507-345-6151 

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- You can call 507-345-6151 to check in from your car if you like, and then we will call you when it is your turn to enter the clinic.
- We ask that you bring your own mask if you have one. If not, one will be provided for you.
- You may see that our waiting room will no longer offer magazines, children's toys, and coffee since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We are limiting patient guests to ONE to limit clinic exposure.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- To ensure the safety of all, we are asking that you now pay your copay/bill before your appointment. You may also utilize our online payment portal on our website or call in with your credit card for touch-less transactions!

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 507-345-6151.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

IMPORTANT: If you are infected with COVID-19, think you may have been infected, been tested with unknown results, have come in contact with someone with COVID-19, or simply feel unwell, please **contact us in advance** before coming in. This way we can instruct you on where to go and how to proceed for the safety of all.

The doctors and staff at Ophthalmology Associates & LASIK Center of Mankato

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