

IMPORTANT INFORMATION FOR OUR PATIENTS AT RETINACARE CONSULTANTS

KEEPING YOU SAFE We have implemented rigorous office procedures, following federal and state recommendations, to protect you and our care team.

- All staff undergo symptom and temperature screening prior to entering the building
- All staff wear masks.
- Examination rooms are thoroughly cleaned and disinfected after every use.
- Protective screens have been added at check-in and check-out counters, and floor markers have been placed to help maintain proper distancing.

BEFORE YOUR VISIT We encourage you to register with our online portal, accessible through our web site, www.retinacareny.com. You can update your medical history, send messages to the office and review your account. Co-pays can also be done on the portal, reducing time in the office. Please bring insurance cards and a list of your medications with you to each visit.

WHAT TO EXPECT AT YOUR VISIT Procedures to minimize risk of COVID 19 exposure

- Prior to entry, we will ask you whether you have had symptoms of fever and respiratory illness, and whether you or a family member have had contact in the past 14 days with someone believed to have COVID-19. We will also check your forehead temperature.
- You may need to wait in your car and should arrive close to your scheduled time.
- Only patients will be allowed inside the office space. Family and friends will be asked to wait in their car. Children should not come to the office unless they are the patient.
- In keeping with the public health instructions, we require all patients to wear a face mask while in the office. The mask needs to cover your nose and mouth. We will not be able to see you without one.
- To minimize potential for virus transmission, the doctor will speak as little as possible during the examination, and we request you refrain from unnecessary talking.
- Please remain at least 6 feet apart from other patients and people in the office.

Please reschedule your appointment for any of the following circumstances:

- 1. If you have recently traveled out of the state or out of the country.**
- 2. If you have symptoms of fever, cough, chest tightness, difficulty breathing, loss of sense of smell or taste or diarrhea.**
- 3. If you have been exposed to anyone within that past 14 days who has confirmed or suspected COVID-19. Call your primary care physician promptly instead.**

If you have any questions or wish to speak with the office staff or doctors, please call **518 218-1234** between 9:00 am and 4:30 pm Monday through Friday.