

MEDICAL SERVICES: OPTOMETRY

This section includes optometry and ophthalmology offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires direct physical contact with patients.

EMPLOYEE + PATIENT PROTECTION



- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks.



- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.



- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.



- When possible, non-emergent conditions will be handled via telemedicine.
- Services will be provided by appointment only. No walk-in patients allowed.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.
- Optical stations will be separated by at least six (6) feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.
- Entrance and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

American Optometric Association: <https://www.aoa.org/>

Optometry Association of Louisiana: <https://www.optla.org/>