

COVID-19 Response Statement and Policies

Lifetime Eye Care
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What you need to know to before your appointment:

In an effort to keep patients, staff, and the community safe, we appreciate your help in following these key guidelines from the American Optometric Association, the State of Oregon, and the CDC.

With your cooperation, we can protect the health and safety of our patients, staff, and community while continuing to provide vision care services with as little disruption as possible.

- APPOINTMENTS REQUIRED for glasses repairs, pickups, and optical services.
- UPON ARRIVAL to the parking lot, please CALL OR TEXT 541-342-3100 for instructions. The door will be locked.
- TEMPERATURES will be taken of all persons entering office.
- Notify us if you are demonstrating cough, fever, shortness of breath.
- WEAR A MASK from home (ages 3 and up).
- WASH YOUR HANDS upon arrival.
- NO GUESTS allowed except parent/guardian of a minor.
- Significant additional cleaning and distancing procedures are in place.

All employees, patients, and their guests will be subject to the following protocol and policies:

Persons who carry the virus while not showing symptoms will appear as if they are well. For this reason, the following universal precautions will be utilized:

- Temperature will be taken for all persons upon entering the office including staff, patients, and guardians.
- Masks are required on all persons ages 3 and up. This includes the parent-guest of a minor patient. Use of home-made masks is allowed for patients. Surgical masks will be used for staff. Arriving without

a mask will result in you being rescheduled. If you have a reason you cannot wear a mask, please delay scheduling routine care until after the mask policy is revised.

- To aid in contact tracing, a log of all persons entering the office will be kept, including full name, phone number, and time. This includes delivery persons and guardians.
- To reduce the number of people in office at one time, it is our policy that all patients wait in their car instead of the waiting room. Please notify us when you arrive to the parking lot; our office can receive both text messages and calls for this purpose.
- In addition to our standard cleaning of exam rooms between patients, we will be using alcohol (or approved cleaner) on the doorknobs, arm rests, handheld occluders, and patient touch-points.
- Scheduled cleaning of doorknobs, countertops, and touch-points in the lobby will occur multiple times per day.
- Vision Therapy: all equipment such as lenses, prisms, filters will be cleaned with alcohol with each use. No eyeglasses cleaning clothes will be used for cleaning, only use KimTec wipes.
- All desks that include patient interaction will be cleaned after each use.
- All toys, magazines and books have been removed temporarily from each lobby
- All pens/touchpad stylus used at the front desk will be cleaned with alcohol after each use
 - Clean and dirty penholders will be utilized at the front desk
- Credit cards will be handled using a KimTech wipe when accepted from the patient
- No guests are allowed, other than one (1) guardian for a patient who is a minor or has extenuating care needs such as having a 24/7 caregiver. This does not affect the use of support animals.
<https://www.osha.gov/SLTC/covid-19/hazardrecognition.html>
- All staff, patients, and their guardians will wash their hands upon entry to the clinic, and prior to the start of a Vision Therapy session.
- To further decrease the risk of any virus transmission, staff might inform their patients to speak as little as possible during certain exam procedures (<https://www.aao.org/headline/alert-important-coronavirus-context>)
- Breath shields/barriers will be present on exam room slit lamps, phoropter, and front desk.
- Signs are in place instructing proper mask use
- Signs are in place encouraging respiratory etiquette (covering cough/sneeze with tissue/elbow)
- All optical frames will be cleaned with an appropriate cleaning solution after being tried on or touched by an individual. No eyeglass cleaning cloths will be used for in-office cleaning, only use KimTec wipes.
- All staff are currently to avoid handshakes, high-fives, and other greetings or interactions which result in intentional contact between persons.
- When phoning about visit reminders, reschedule appointments for patients with nonurgent ophthalmic problems who have respiratory illness, fever, dry cough, shortness of breath, or if returned from a high-risk area within the past 2 weeks (<https://www.aao.org/headline/alert-important-coronavirus-context>)
- Patients are required to notify Lifetime Eye Care if they have any illness within 14 days after their appointment.

Employees:

- Temperatures will be taken for all staff upon arrival to work each day.
- The office will be providing face masks to be worn as an upgrade/replacement for the reusable cloth masks. These are to be disposed of upon removal. It is expected that each staff member will need two daily (one before lunch, one after lunch); additional ones are available from Teresa.
 - As these are difficult to obtain and critical to our business being open, the supply will be controlled at this time, but this does not imply any expectation to use a mask

which is known to be soiled, damaged or not effective/functional. Please ask for a replacement as necessary.

- Per CDC recommendations, you should be the only person handling your face covering
- If you have an unprotected exposure (i.e., not wearing recommended face coverings) to a confirmed or possible COVID-19 patient, contact your supervisor immediately.
- If you develop symptoms consistent with COVID-19 (fever, cough, or difficulty breathing), do not report to work. Contact your supervisor.
- Handwashing required upon arrival as the first action performed after opening the door/turning off alarm.
- Alcohol-clean any personal item you will need once in-office if you will be handling it after your hands are washed. If this is not possible, then wash hands after contact with the item (such as a purse or wallet).
- Utilize drinkware which has a lid which covers the top and its contents when not in use.

Persons Recovered from COVID-19:

- Persons recovered from COVID-19 can be in office only with note from their doctor indicating release from treatment. If recovery without medical assistance, then they must be without symptoms for 1 week. They will then follow the guidelines below for “Well, non-carriers.”

Persons currently symptomatic, infected, or lives with someone currently recovering:

- If a patient or someone they live with has known COVID-19 infection needs urgent ophthalmic/optometric care, they will be directed to go to the hospital ER
 - Persons demonstrating the following symptoms will be directed to contact their primary care doctor and rescheduled.
 - Fever, cough, and shortness of breath
 - Fever is either measured temperature >100.0F or subjective fever
- (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>)

Relevant Information:

- The State of Oregon permits us to be open <https://govstatus.egov.com/or-covid-19>
- COVID-19 is the illness caused by the SARS-CoV-2 (Wuhan Coronavirus). This has a varied course of illness from asymptomatic, to hospitalization, to mortality. Correlations have been made between severity and factors such as advanced age and pre-existing conditions. (<https://www.cdc.gov>)
- Transmission most commonly happens during close exposure to a person infected with COVID-19, primarily via respiratory droplets produced when the infected person coughs or sneezes. (https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Finfection-control.html)
- Body fluids other than respiratory secretions have not been clearly implicated in transmission of COVID-19 (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>)
- Healthcare personnel evaluating PUI or providing care for patients with confirmed COVID-19 should use, Standard Transmission-based Precautions. (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html>)

- Asymptomatic infection with SARS-CoV-2 has been reported, and likely plays a role in transmission.
- Viral particles can remain contagious for varying amounts of time on different materials (<https://www.aa.org/headline/alert-important-coronavirus-context>)
- Frequent symptoms at onset of hospital-admitted cases: Fever (77-99%), cough (46-82%), myalgia or fatigue (11-52%), and shortness of breath (3-31%). (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-guidance-management-patients.html>)
- The current CDC recommendations for disinfectants specific to COVID-19 include:
 - Diluted household bleach (5 tablespoons bleach per gallon of water)
 - Alcohol solutions with at least 70% alcohol.
 - Common EPA-registered household disinfectants currently recommended for use against SARS-CoV-2 include Clorox brand products (e.g., disinfecting wipes, multi-surface cleaner + bleach, clean up cleaner + bleach), Lysol brand products (e.g., professional disinfectant spray, clean and fresh multi-surface cleaner, disinfectant max cover mist), Purell professional surface disinfectant wipes and more. The EPA offers a full list of antimicrobial products expected to be effective against COVID-19 based on data for similar viruses.
 - <https://www.aa.org/headline/alert-important-coronavirus-context>
- Willamette Valley Allergy season is beginning. These share symptoms of “dry cough” and breathing issues. Fever is the distinguishing factor that is not found with an allergy response (<https://www.health.com/condition/infectious-diseases/allergies-vs-coronavirus>)

Thank you for understanding the necessity of these changes.

Respectfully,

Lifetime Eye Care

Vision Performance Center, LLC

Additional Sources:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-guidance-management-patients.html>

https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fsymptoms.html

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/caring-for-patients.html>

https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Finfection-control.html

<https://lanecounty.org/cms/One.aspx?portalId=3585881&pageId=16503774>

<https://coronavirus.1point3acres.com/en>