

1. What is Seaside Eyecare doing differently?

- Our staff is instructed to wear PPE (mask and gloves) at all times.
- We will wipe down commonly touched surfaces, door knobs, chairs, and equipments with disinfecting wipes or alcohol pads between patients.
- Allow only one patient in the office at a time and by appointment only . Since the waiting area is closed, you will be asked to wait in the car until we are ready to take care of you.
- We recommend you call or use our online ordering system to order contact lenses whenever possible..
- We want to let you know that in certain limited cases, Dr. Lim is able to conduct virtual- online office visits (telehealth) for those that are at risk or hesitant to come in.
- When selecting a frame, we want to help you stay protected. That means the optician helping you will hand you the frame off the shelf, cleaning them before you try them on.
- We love conversing with you, getting to know you and want to spend as much time as you need with us. However, in this unusual circumstance, please understand we have to try to keep talking and engagement to a minimum to reduce the chance of viral spread through airborne droplets from speaking.

2. What do we ask of you before and during your visit?

- Please stay home if you feel ill, even if mildly symptomatic.
- You will be asked a few questions about any flu-like symptoms, exposure to possible COVID-19, as well as taking temperature prior to proceeding with the appointment.
- Please come in wearing your face mask and keep it on during your entire visit. Gloves are optional. We will provide you with a mask or gloves if needed but our supplies are limited.
- Please come alone if possible. Unless you're a minor or someone needing a caretaker, anyone accompanying you will be asked to wait outside.
- Please be on time for your appointment. Being too early or too late will affect the smooth flow of our patients.
- Please understand there will be a cancellation/ no-show fee charged if the appointment is not cancelled within a 24 hour period. This is due to our lessoned capacity to see patients and the need to keep appointment times available for others.
- Please practice social distancing. However, given the nature of the service we provide, we may not be able practice 6 ft distance at all times - instead we will use a protective shield whenever possible.
- For more information on how to protect yourself visit <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention-H.pdf>