

To Our Valued Patients,


Our Practice hopes this letter finds you and your loved ones in good health. While we have been mostly closed during this difficult time, we are now happy to announce that we will be able to re-open on a larger scale in the upcoming weeks.

Many things have changed these past few months, but one thing has remained the same: our commitment to your safety. We have been taking every precaution to ensure the safety and well being of our patients so that when we open our doors we can continue to provide you the best eyecare we can!

Cleanliness and infection control has always been a top priority here at Kay, Tabas, Niknam & DiDomenico Ophthalmology Associates and we would like to assure you that we are following CDC and OSHA guidelines and applying them to our existing protocols. We have altered our techniques to ensure you are as protected as possible while in our care.

What to expect for your next appointment:

New Safety Policies for Scheduling, Check-In and Check-out:

- **COVID-19 Screening Questions:** Every patient and staff member will be asked these screening questions. Any positive person will be asked to leave the office and reschedule.
 - **No Walk-Ins:** We will be seeing patients by appointment only. Please call ahead if you have an eye emergency to speak to a clinical staff member.
 - **Limited Wait Times:** Appointment scheduling will be limited to minimize patient exposure to others, as well as staff. Our goal is to get you in and out as quickly as possible, for your safety and the safety of others.
 - **Non-Swipe Payment:** You may request to make payments over the phone to avoid contact.
 - **Report Back:** Call the office within 14 days of your appointment if you or someone in close contact with you develops any symptoms of COVID-19.
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All doctors and staff are practicing careful handwashing and sterilization techniques. Patients, doctors, and staff are required to wear masks to limit risk of infection.

What to expect during your visit:

- **Personal Protective Equipment:** You will be required to wear a mask or facial covering prior to entering the office. Staff members and doctors are also protected with masks, goggles or face shields, and gloves. Hand sanitizing stations have been placed throughout the office.
- **Patient Only:** Please come alone to your appointment to limit the number of people in the office. If you require assistance for medical purposes one aide may accompany you.
- **Park and Wait:** You have the option to call us from the parking lot to check in for your appointment. A staff member will let you know when it is safe to enter the office.
- **Temperature check:** All patients will be subject to temperature checks upon arrival. If you have an elevated temperature you will be asked to leave and reschedule your visit.
- **Limited Movement throughout the clinic:** Once taken back for your visit, you will be kept in one room as much as possible. All equipment is thoroughly sanitized before and after exposure.
- **Distancing between patient and staff members:** We will be implementing mobile work stations so that technicians and scribes may further distance themselves from you and the doctors, for the safety of everyone present.



All surfaces are sanitized between patients and shields have been added to the microscopes and head lamps for added patient and staff protection. Doors are left open during examinations as much as possible.



Alternative Options for Care:

If you are unable or unwilling to come to the office for your visit please consider one of the following options:

- **Test and Go:** You have the option to schedule a testing only appointment. A technician will perform any diagnostic testing you may require and then the doctor will call you while you wait in your car.
- **No Entry IOP:** You may request a eye pressure check at the door. A staff member will meet you near your car with a mobile work-station to take your history and eye pressure. Afterwards the doctor will call you to discuss care. This will only be available in our Bala Cynwyd office.
- **TeleHealth Examination:** TeleHealth visits will still be available after the office reopens, in the event you prefer not to come in the office. You may call 215-925-6402 ext. 219 to schedule a TeleHealth Examination.

*Please be aware that all types of visits are subject to copays and deductibles, as dictated by your insurance company.

Our Practice would like to thank you for your patience and support during this time and hope for your continued understanding as we navigate these changes. We are all in this together and we can't wait to care for you soon!

Please call the office with any questions or concerns.

**Sincerely,
The Entire KTNDOA Team.**

