

# OUR RESPONSE TO THE COVID-19 CRISIS

(Last update: May 18, 2020)



To our patient family:

We have resumed routine care in accordance with guidance from the CDC, the American Optometric Association, the Yolo County Health and Human Services. We can't wait to see you again!

We will be available for both routine and urgent appointments during limited hours on weekdays from 10am-2pm. Our team is working through the backlog of patients who were scheduled and due to have appointments during the shelter-in-place period. When appropriate, telehealth consults will be arranged to limit traffic in the office.

We have been working hard to ensure you will be safe when you visit the office. Some of those changes are physical such as plexiglass barriers, and others are procedural.

- ✓ Advance preparation. We will call the day before your appointment to complete medical history, discuss the reason for your visit, and gather insurance information.
- ✓ Masks are fashionable! If you arrive without a mask, we will give you one to wear for the duration of your visit.
- ✓ Minimize time in the office. Your car is the new reception area. Please call us when you arrive to let us know you are here. We will come get you when the prior patient exits the building.
- ✓ Minimize people in the office. Please come alone. Children with appointments can be accompanied by one parent only, and patients who travel with a caretaker will be able to arrive with one person.
- ✓ Screening measures. We will measure your temperature and oxygen saturation, then ask some screening questions about flu-like symptoms.
- ✓ Modified optical procedures. Frames that have been handled will be set aside for sanitizing with soap and alcohol. You will take your final few choices to the bathroom to safely evaluate them without a mask.
- ✓ No show fees. Our usually lax approach to no-show policies will be gone for a while because every appointment will be booked an hour apart, and we are working through a large backlog of postponed appointments. Patients who no-show or cancel with less than 24 hour notice will be assessed a \$50 fee, and they will be rescheduled after we work through our backlog.

We appreciate your understanding and patients as we work out the bugs in our new processes. Like everything else right now, this is all evolving as we learn what is best for everyone's health and safety, but I am confident that we will continue to provide high quality eye care in a safe environment.

More information is available on our social media (Facebook and Instagram @valleyvista2020).



Click here for our  
Facebook page



Click here for our  
Instagram page

Please do not hesitate to call if you have questions. Our thoughts are with you!

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