



What you can expect when you visit our office during the (COVID-19) pandemic.

1. We have prepared for your visit.

Before our office opens for the day, our doctors and staff will be screened for fever and symptoms of illness. All personnel will wear a mask throughout the day.

Before and after individual patient appointments – instruments and equipment will be disinfected, surfaces (chairs, table tops, etc.) will be thoroughly cleaned, eyewear touched will be sanitized, and proper and frequent hand washing will be practiced throughout the office.

2. When you arrive for your appointment, please park your vehicle and call our office. South Bend (574) 287-0890 | New Carlisle (574) 654-8806

Our doors are secured. You will be asked to remain in your vehicle until your doctor is ready to see you. We have adopted this protocol and structured a limited patient schedule to reinforce social distancing within our office space.

3. Kindly wear a mask before you enter. (Homemade is okay.)

To protect our staff, we must require adherence to this safety protocol.

4. You will be greeted by a masked staff member and screened.

Before entering our main office space, you will be asked a few questions to be screened for illness; your temperature (non-contact) will be taken, and hand sanitizer will be provided to you. You will then be guided directly to an examination room.

5. Your doctor will be wearing a mask and thoroughly washing his/her hands before and after seeing you.

6. Social distancing will be practiced throughout our office.

During your visit, appropriate social distancing will be maintained. If you require optical assistance after your eye exam, a member of our optical staff will seat you and select sanitized frames for you to try on. They will then sanitize the frames again before replacing them on our displays.

7. How to minimize interaction and time spent in our office.

If you are a new patient, we will kindly request you provide your patient and insurance information through our secure online [patient registration portal](#) prior to your appointment. If you are an existing patient, your updated health history and insurance information will be gathered over the phone.