

HAMPTON PARK OPTOMETRY

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To Our Valued Patients

Public Health Officials and the College of Optometry have now allowed us to open with special considerations for your safety. We look forward to welcoming you back to our clinic.

Due to COVID-19, our office procedures have been enhanced for your safety.

To protect you and our staff, we have significantly reduced the number of patients we see in our office and have implemented strict infection control procedures that meet guidelines from Public Health Ontario and the College of Optometrists of Ontario.

Cancelled Appointment Rescheduling: If your appointment was cancelled due to COVID 19 we will be actively rescheduling the over 1000 appointments in the order of cancellation.

Seniors 65 and over: Following Public Health Guidelines, senior patients are to be seen on a clinical needs basis with priority given to our patients with glaucoma and other eye diseases. Routine exams for seniors without active eye disease will be rescheduled into the fall and new year. The doctors will be reviewing charts to advise staff for this rescheduling.

Prescription refills for medications can be faxed to your pharmacy. Please have them fax us at 613-759-4957 with a refill request.

Non-urgent partial service visits: If you have a minor eye concern ie red or irritated eye with no vision loss or pain, please call your family doctor or nurse practitioner for management.

New patients: Regrettably we are unable to see new patients that were previously not scheduled before the COVID shutdown at this time

Contact Lenses can be ordered and shipped directly to your home. Please call us 613-759-4939 or email us at docoffice@bellnet.ca

Dry Eye Products are still available. Call ahead to order, we will process the order and have it bagged and ready for pickup at our office.

Our new normal: Some of the things you can expect during your visit include:

- Mandatory hand sanitizing station for staff and patients at our front entrance, plastic barriers where required and changes to our waiting room area to permit safe social distancing.
- Staff are outfitted with PPE and follow strict handwashing and health/safety measures at all times. Clinical and shared spaces are thoroughly cleaned and disinfected after each patient visit.

Please do not bring purses, backpacks or any items not necessary for your appointment to minimize contact exposures.

All patients must come alone to their appointment other than children, can be accompanied by one parent and patients who require assistance from a caregiver or translator should come with that individual only. All patients or individuals who enter the office over the age of 2 must wear a mask that covers their mouth and nose. **Due to shortage of personal protection equipment we regrettably will not be able to provide masks.**

Please note that we have had to implement a strict 24 hour cancellation policy. If you do not attend your appointment or cancel with fewer than 24 hours' notice, you will be automatically charged a fee of \$40 for the missed appointment. Missed appointments will result in significant delays for rescheduling and if the fee is not paid we will be unable to reschedule your appointment.

Thank you for your understanding of these new measures. They have been implemented as a result of COVID 19 and our new normal of optometric care.

The health and welfare of our patients, staff and doctors is our highest priority. We look forward to once again providing our patients with excellent and comprehensive eye care. Stay well and stay safe.

Dr. R.J. Tripp, Dr. Nadine Guerrette and the Hampton Park Optometry Team