

FOR OUR PATIENTS:

Medical Eye Associates S.C. is committed to providing a safe and healthy environment for our patients. Several preventative measures have been implemented within our practice to prevent the spread of the coronavirus or COVID-19, in accordance with standards and regulatory requirements.

We would like to assure you that the health and well-being of our patients like you is our top priority. Thank you for assisting us in our efforts to maintain a safe and healthy environment!

Emergencies

- If you are experiencing a medical emergency, please dial 911.
- If you are experiencing an eye emergency, please call our office at 262-547-3352. We are available 24/7 for emergent eye care.

Appointments

We see patients for routine, urgent, or emergent concerns **by appointment only**.

We do not currently take walk-ins.

What You Can Expect at Your Office Appointment

- Patients are required to wear a mask to protect other patients and staff as well as answer screening questions related to the virus. Patients may be asked to reschedule their appointment in the event they may not meet screening recommendations.
- We ask that patients avoid close contact with others while waiting in line at the front desk as well as in the waiting room. Please maintain a 6-foot distance from others.
- Please have family members and friends wait in the car during your appointment. We welcome a spouse or loved one if their presence will help in the care of the patient. Those accompanying patients for a specific reason are also expected to respond to screening questions and wear a mask at all times within the office.
- At the recommendation of the American Academy of Ophthalmology, our doctors will speak as little as possible during our slit-lamp examination and request that the patients also refrain from talking during this particular exam.
- Our physicians and staff will be adhering to standard precautions and guidelines provided for health care providers including wearing gloves and surgical masks. Eye protection may be used.
- Exam rooms will be limited in use and sterilized above and beyond our standard practices.

At Home Telemedicine/Virtual Visits

- Based on your current condition and treatment plan, you may be eligible to meet with the doctor virtually. We offer the ability to visit with your doctor through a live audio-visual virtual visit in the comfort and safety of your own home.
- Virtual and telephone visits with a doctor are a billable service.
- The virtual visit is conducted by the physician using Doximity, a HIPAA compliant audio-visual capable platform. Please note a smart phone is required.
- In the event you do not have a smartphone, we would be happy to address your questions over the phone or via MyChart.
- Medicare and most commercial insurances cover these visits just like they would a normal in-person clinic visit. Specific questions on insurance coverage are to be directed to your insurance provider.
- Virtual visits are by appointment only.

Eye Injections

- If you are receiving intravitreal therapy or eye injections for an eye condition such as macular degeneration or diabetes, we do consider your visit necessary and encourage you to keep your appointment. Failure to receive treatment may result in vision loss.
- Further information about the necessity of your eye injections can be found at the American Academy of Ophthalmology: <https://www.aao.org/eye-health/tips-prevention/coronavirus-macular-degeneration-avastin-injection>

Medication Refills

Please call your pharmacy directly if you are in need of a medication refill.

Contact Lenses

- If you are looking to order contact lens, feel free to to order online on our website or please call our Contact Lens Specialist at 262-547-3352 #3.
- Contact lens orders can be shipped directly to the patient.

Eye Surgery

- Please know there have been additional preventative measures put in place including requiring patients be tested for COVID-19 prior to surgery, limiting OR capacity and scheduling, and many others that may impact scheduling of surgery. Please do not hesitate to reach out to our staff with any questions or concerns.
- If you have any questions or concerns, please call our Surgery Department at 262-547-3352 #5.

Optical Services at Main Optical

- For patients who have existing eyewear orders, we will notify you when your order is available for pickup and arranged by appointment only or shipping options are available.
- If you have any questions or concerns, please call us 262-547-3352 #7.

The American Academy for Ophthalmology has also provided the following resources:
Coronavirus Guide for Eye Patients at <https://www.aao.org/eye-health/coronavirus>.