

To our Patients and Colleagues,

In response to the COVID-19 pandemic, Retina Associates of Western New York (RAWNY) have been implementing several safety measures since March 16, 2020. These measures will be continuously updated as new evidence about COVID-19 becomes available.

Your safety along with the safety of our staff is our highest priority. In accordance with federal, state and local healthcare guidelines and recommendations, whenever it is safe to do so we are postponing routine appointments. If you are unsure whether or not your appointment can be safely delayed, feel free to contact our office at (585) 442-3411 for assistance. *If your scheduled appointment is less than one week away and you have not received notification to reschedule, this means we believe your visit is medically necessary and that you should make every effort to keep your scheduled appointment.*

In anticipation of your next scheduled appointment, you should be aware of several of the measures we are taking for your safety.

Appointments and Scheduling

- **Your Arrival Time:** Please do not arrive more than 5 minutes prior to your scheduled appointment time. If you arrive earlier than that, you will be asked to return to your vehicle until your appointment time.
- **If you have had possible exposure to COVID-19:** You should reschedule your appointment if you or someone you have been exposed to has symptoms consistent with COVID-19 such as fever, cough, fatigue or shortness of breath.

Check-in

- **Facemasks:** All patients, staff and physicians are required to wear a protective face mask that covers both the mouth and nose during the entire duration of their appointment. Bring your own facemask if you

have one as they are in short supply. If you do not have a mask, one will be provided. The use of facemasks while in public, along with frequent hand washing with either soap and water or alcohol based hand sanitizer helps to minimize your risk of exposure to COVID-19 during this pandemic.

- **Screening:** Upon entering the office, we perform a forehead temperature scan, ask some COVID-19 screening questions and make sure you are wearing a properly fitted mask.
- **Companions:** Companions need to wait in the car unless assistance is **absolutely** needed.

Social Distancing and Enhanced Cleaning

- **Waiting Room:** Our waiting areas have been modified to reduce congestion. Enhanced cleaning and protective measures have been instituted utilizing high-quality, approved cleaning solutions.
- **Exam Room:** We have modified our examination, cleaning, testing and treatment protocols in an effort to reduce the risk of exposure for patients and staff members.
- **Physician Attire:** Patients will notice staff wearing masks, gloves and/or different attire for protective purposes.

Thank you for your understanding and patience as we respond to this unprecedented pandemic. We hope this situation will not affect you or your families directly and that we can all return to more “normal” activities soon.