

## **Pamel Vision and Laser Group: COVID-19 Update on the Re-Opening of Our Offices**

Dear Patient:

As we re-open our offices, we want to reassure all of our patients that Pamel Vision and Laser Group is committed to continuing to provide the best eye care possible within a safe environment.

### **We have implemented multiple layers of safety precautions to minimize the chances of COVID-19 transmission beginning before patients arrive at our office.**

Our schedulers will be screening all patients prior to their appointments for symptoms and potential contact with infected individuals.

- We ask that you arrive at the office no sooner than 10 minutes prior to your appointment. **All patients must arrive wearing a mask in order to be allowed into the building and offices. Patients who wear gloves from the outside must discard them when they enter the office as they may be a source of potential infection.** You will be given sanitizing gel to disinfect your hands.
- **Unfortunately, we will not be able to accommodate friends and/or family members in the office at the time of your visit.** With your consent, we will be happy to place those who accompany you on speaker phone during the visit to share our findings with them.
- **At our Manhattan offices, the entry door will be locked so please knock to be let in.** We are striving for a “no waiting room” office to minimize your time with us and your exposure to other patients. **We have modified our patient schedules accordingly. We will be seeing fewer patients and we will be extending our office hours.**
- You will be greeted by one of our technicians and escorted to an exam room. **Your temperature will be checked and your medical and eye history will be taken in the exam room. You will be given a form to sign that asks specific questions related to your health.** After your preliminary measurements have been performed, you will undergo any necessary diagnostic testing required and then returned to the same exam room for one of our doctors to see you.

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- **Masks will be worn by all staff** at all times to prevent asymptomatic spread. Staff members will be wearing medical scrub attire that they change every day.
- **Exam rooms are thoroughly disinfected after each patient visit using hospital grade disinfection.** The selective chairs available in the waiting room will also be disinfected several times a day. The office is cleaned and disinfected

daily and deep cleaned weekly. Ultraviolet light filters have been placed in the HVAC units to further disinfect circulated air within the office.

- **Lastly, we are making every effort to reduce time required in the office for every patient by supplementing our in-office diagnostics and evaluation with information sharing via telecommunications.** This means that certain appointments may take place remotely with video conferencing/telemedicine. If our doctors feel you need to be seen in person then an in-office visit will be scheduled. We can also provide further explanation of your findings and/or discuss any procedures at length through video conferencing.
- **In most circumstances, surgical counseling by our surgical coordinators will be carried out using video conferencing rather than in person.**

**Thank you for your cooperation and understanding during this difficult time. Please let us know if you have any questions or concerns.**

**Sincerely,**

**Pamel Vision and Laser Group**

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**Brian Brazzo, MD**

**Michael Newton, MD**

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