

VARSHNEY OPTOMETRY STANDARD OPERATING PROCEDURE

Your safety is our priority.

When booking your appointment.

There will be consent forms for you to fill for virtual sharing of information .

The intake, case history form will be filled out at the time of booking the appointment.

You will fill out a COVID-19 screening form within 48 hours your appointment time.

We will be implementing a last-minute cancellation/no show fee of \$50.

Tele-Optometry virtual consults will be available for patients unable to come in or with symptoms of COVID-19.

We will have a new look.

Our team will be wearing PPE that protects the mouth, nose, and eyes for any patient interaction that occurs within two metres/6 feet.

This includes:

- Surgical Masks Level 1 masks are intended for general use while Level 2 are medical grade. We will be wearing Level 2 masks.
- Single-use gloves (nitrile, latex) for procedures that involve touching the lids and eyes.
- Eye protection safety goggles, face shields, or safety glasses with coverage at both front and sides of the face.
- We will be wearing washable work wear at the office.

We have prepared the office with other social distancing and disinfection measures.

- You are required to knock on the door, press the doorbell or call when you arrive so we can ensure the office is disinfected.
- We recommend that you to leave unnecessary items (i.e. extra bags, outerwear) in the car or outside.
- Signs are posted at the entrance and throughout the office on proper health and safety measures.
- You and your guardian/caretaker are REQUIRED to wear a mask, sterilize your hands when entering the office, and practise social distancing in our office unless requested otherwise.
- You and your guardian/caretaker are REQUIRED to sanitize your hands at one of the hand washing stations not only when you enter the office as well as, anytime you touch your face, other belongings including your phone.
- We will go over COVID screening criteria prior to your appointment, at the building entrance and once again by the doctor. **DO NOT ENTER THE OFFICE IF YOU ARE EXPERIENCING ANY OF THE COVID CRITERIA. SCHEDULE A TELE-OPTOMETRY VIRTUAL CONSULT, CALL TELEHEALTH ONTARIO at 1-866-797-0000 or call your family doctor.**
- We have installed plastic/other barriers in the reception and other areas.
- We have markers/decals on the floor to direct office traffic and social distancing within the office. Our team will be wearing a shield or mask/glasses if within 2m.
- We have re-arranged our office for better flow.
- We have implemented new technology to ensure proper patient care.
- We have installed HVAC filters that are pathogen-attractive and replace them as recommended.
- We have removed all magazines, toys, and any other items from the waiting area.
- We have arranged for contactless payment systems such as credit card or e-transfer.
- We have marked waiting area chairs so that they are at least 2m apart.
- We will e-mail receipts, optical prescriptions, and any other educational information directly to you.

- We will be sterilizing the pens after each use.
- We will be cleaning the office with agents as recommended by the Public Health Department and the College of Optometrists effective against COVID.
- We will be seeing patients by appointment only, no walk-ins will be accepted, even for dispensing glasses, contact lenses and eyecare products.
- We will be staggering patient appointment times to facilitate physical distancing. We will be scheduling one full exam/hour to manage this initially. If running late we will have to arrange a virtual consult to complete all educational/consultation aspects of the exam.
- We will have no more than 3 patients in the office at any given time.

Our team will be following these safety procedures.

- We will answer the COVID-19 screening before beginning our shift and report to management if we are noticing any of the symptoms.
- If having any of the symptoms, we will be tested at the nearest COVID-19 testing centre and follow the proper COVID-19 protocols before returning to work.
- We will wash or sanitize hands immediately upon entry to the clinic and will don PPE for all patient interactions.
- We will be maintaining physical distancing among staff members.
- We will follow strict disinfection procedures indicating frequency of cleaning, disinfection agent, and team member involved in cleaning various items and rooms in the office.

Changes that Dr. Varshney has made during the eye examination.

- Dr. Varshney will be using PPE, washable workwear, and hand hygiene for every patient interaction.
- She will be using as little equipment as possible.
- A large breath shield will be installed onto the slit lamp to provide further protection against the patient breathing, coughing, or sneezing.
- She will be asking patients to speak as little as possible while diagnostic testing performed.
- You will be using your hand to measure visual acuity.
- Performing dilation, tonometry, gonioscopy, and visual fields only when clinically necessary to minimize exposure.
- Wearing disposable gloves, using cotton tipped applicators or tissues when touching the patient's eyes or adnexa.
- Anterior and posterior segments imaging are preferred to slit lamp procedures to minimize examination time and exposure – avoid direct ophthalmoscopy for 78/90/SF lens with SLE.

Disinfection and sanitization procedures.

Following the examination, we will immediately disinfect all patient touchpoints.

Chairs, equipment, faucets, handrails, doors, credit/debit machine, occluders, pens, counters, exam rooms, restrooms with low level disinfection such as:

- Alcohols (70-95% ethyl or isopropyl alcohol)
- Chlorine (1:50 dilution of household bleach)
- QUAT (quaternary ammonium cation); multiple commercial types, e.g., Fantastik
- phenolics (i.e., Lysol, Pine Sol)
- CaviCide.

High level disinfectants are required for any equipment that touches the ocular surface, such as foreign body removal tools, tonometer probes, and gonioscopy lenses. Some examples include:

- 2% glutaraldehyde
- 6% hydrogen peroxide.

We will refer to the device manufacturer's disinfection guidelines for cleaning tonometer probes, gonioscopy lens and contact lenses.

New dispensing procedures for glasses.

Only dispensing staff will handle frames for try-on with patients, rather than patients taking frames off the displays by themselves.

As much as possible, we will minimize frame selection time.

After the frames are tried on by a patient, the frames will be placed in a tray and sanitized before being placed back on display.

There are 2 frame disinfection procedures:

- Soap and water will be used to clean the frame, lathering all parts of the frame with soap for at least 20 seconds, then rinsing frames in warm running water. The frames should then be dried using a clean single-use cloth. Sanitize hands before returning the frames to the display.
- Some frame manufacturers recommend hydrogen peroxide wipes or a spray containing equal parts water and 3% hydrogen peroxide with a single-use cloth to clean frames.

For adjustments, repairs to eyewear and new fittings:

- We will only be seeing patients by appointment only.
- We will sanitize the glasses first. Once the changes have been made, we will sanitize the tools and wash hands/replace gloves.
- We will use previous PDs whenever possible. We will take measurements using electronic devices whenever possible rather than manually. Pupilometers will have a shield.
- PPE will always be worn.
- To help limit in-office contact, we will adjust the frames when purchasing them and have the eyewear shipped directly to the patient or arrange a curbside pickup.
- When choosing frames and lenses, we will meet with our representatives virtually.

New contact lens procedures.

- An appointment will be scheduled.
- Initial fit trainings will be performed virtually in the office so social distancing can be maintained.
- Refits will continue, maintaining the distance of 2m.
- Disposable contact lenses will be used to trial vision and comfort on patients so they can be thrown away.
- In the event of fitting with gas permeable, scleral and hybrid lenses they will be sterilized according to the CDC guidelines.
- Appointments will be made for all contact lens dispensing and fittings.

Ontario Association of Optometrists Suggested Fee Guide

DIAGNOSTIC SERVICES

1. Comprehensive oculo-visual assessment \$202 20.
2. Intermediate oculo-visual assessment \$148
3. Partial assessment \$100

CONTACT LENS SERVICES

Contact Lens Assessment Fee \$100

Initial fit Spherical \$148 Toric \$246 Multifocal \$307

Subsequent fit Spherical \$74 Toric \$123 Multifocal \$153

Specialty Contact Lenses IC (Including Rigid Gas Permeable Lenses, Hybrid Lenses and Contact Lenses for patients with Keratoconus)

VISION THERAPY SERVICES

Initial Assessment: \$246

Partial (re) Assessment: \$100

Treatment Vision Therapy IC

SPECIFIC DIAGNOSTIC PROCEDURES

Colour Vision Test (Screening plates) \$32

Colour Vision Test (Quantitative, D15, FM 100, Anomaloscope) IC

Gonioscopy \$105

Pachymetry \$43

Tonometry \$32

Visual Field Analysis (Screening) \$55

Visual Field Analysis (Threshold) \$110

Corneal Topography \$66

Photo Documentation (Internal or External) \$66

Tomography (OCT, HRT, GDx, Pentacam) \$153

SPECIFIC TREATMENT SERVICES

Punctal Occlusion (per eye) \$121

Lacrimal System Dilation and Irrigation \$148

Foreign Body Removal Uncomplicated (single, without rust) \$100

Complicated (multiple, with or without rust) \$148

Cilia Removal \$55

FORMS, LETTERS, REPORTS

Detailed Form, Letter or Report: \$238/hr

Short Form or Report: \$55

Duplicate Prescription \$32

SPECIAL VISIT FEE (Home Visits, Institutions, or Equivalent) IC

TRANSFER OF RECORDS Paper and Electronic Records (first five pages) \$59 (per additional page) \$1

Digital Electronic Images (Retinal scans, OCT images) IC

All other Services not otherwise listed IC.