

Dear Valued Ophthalmology Patients,

Your safety is our highest priority. We want you to know that UCSF Health Ophthalmology Practices are making every effort to contain the spread of COVID-19 and to ensure excellent patient care.

We would like to inform you of the steps we have taken for the safety of all our patients visiting our practices during the COVID-19 pandemic. We are asking you to help us by adhering to the following measures:

1. **Physical Distancing**: We ask that you arrive **no sooner than 15 minutes** before than your scheduled appointment to reduce crowding in the registration area and in the waiting rooms.
2. **Face Coverings/Masks**: The new legal order from the Public Health Officer in San Francisco requires all patients to wear a face covering or mask.
3. **Visitor Policy**: To minimize crowding in the registration areas and in the waiting rooms, only those individuals receiving care and essential caregivers (such as parents/guardians of minors or caretakers of disabled persons) will be permitted.
2. **Pre- Screening for COVID-19**: To minimize exposure risk, all patients will be pre-screened by a system of automated calls reviewing common signs, symptoms and risk factors related to COVID-19. On the day of your visit, you will be re-screened prior to entry into clinic.
3. **Shortened waiting time and visit durations**. Clinic volumes have been reduced to minimize your wait time and visit length. Technicians are screening patients over the phone prior to visits. The number of patients in the waiting area is monitored to allow appropriate distancing. Check-in and check-out procedures are streamlined to minimize paperwork and your time spent at the appointment window.
4. **Cleaning and Hospital-grade disinfection protocols**: The premises and all instruments undergo disinfection or sterilization at the start of the day, between every patient, and at day's end. In exam rooms, all surfaces are cleaned and disinfected, including keyboards, computers, chairs, chin rests, and handles.
5. **Protective Equipment**: New, large plexiglass shields have been installed on all of our ophthalmic microscopes to provide protection to our patients and providers during the eye exam and are disinfected after each patient visit.
6. **Telehealth visits**: We are taking measures to reduce in-office communication. Your provider may perform the post-visit assessment and treatment plan over the phone or via video at the conclusion of your visit. We recognize the importance of maintaining open communication and dialogue and feel these measures will allow us to do so in a safe and uninterrupted manner.

Thank you again for allowing us to serve you. We look forward to seeing you for your visit with us. Should you have any questions or suggestions, please feel free to contact us at 415-353-2800.

Respectfully,

Your UCSF Department of Ophthalmology