



KEEPING YOU SAFE DURING COVID-19

The health and safety of our patients and staff is our number one priority. Whether you are coming for a medical appointment or eyewear styling appointment, rest assured that we have precautions in place to protect your health. We are open by appointment only for all preventative visits, ocular medical visits, Ortho-K fittings, contact lens fittings & eyewear styling appointments. Here's what we're doing to welcome you back safely.

We are now taking appointments online. Simply click the APPOINTMENTS button on our website and choose the APPOINTMENT REASON requested from the drop down menu on top. Appointments are now staggered to limit contact among patients. We are seeing a lot fewer patients per day to keep patients and staff safe. The front door will remain locked while we are open. We have resumed our regular office hours as of August.

FOR ALL NEW PATIENTS

In order to better serve you during your appointment, we have implemented a new program that includes questions that will save time for both you and the doctor. We are asking that you complete this questionnaire BEFORE your scheduled appointment. For all NEW patients, you will receive an email "**Welcome to the Patient Portal**". The email will include your **User Name** and **Temporary Password** (Please check your spam). When you click the link you will be prompted to change your password upon log in. We ask you to please fill out the demographic and history questionnaire and sign the 2 office forms, HIPPA Privacy Policy & Signature Form. Once you have answered ALL questions and signed the forms this information is sent directly to your patient record. The Patient Portal works best from a computer using Chrome.

PRESCREENING AND TESTING

All patients coming to The Gardens Eye Care are asked to wash hands (20 seconds minimum) upon arrival. Patients undergo COVID-19 prescreening and temperature check. We also require our employees to be screened for symptoms.

FACE COVERING

Our staff is required to wear appropriate personal protective equipment. We require anyone over 2 years old wear a face mask that covers their nose and mouth upon arrival to our office. If you forget a face mask upon entry, you can purchase one for \$5, as needed. Our office is practicing social distancing for your safety.

INFECTION PREVENTION

Our office is cleaned and disinfected rigorously, following Centers for Disease Control and Prevention (CDC) infection prevention guidelines. Our exam room is thoroughly sanitized in between each visit. Eyeglasses and sunglasses are disinfected after handling and every try-on. Rest assured that our team is dedicated to your health and safety.

PLEASE NOTE:

To ensure safety, if you feel ill on the day of your scheduled appointment or come into contact with a COVID-19 infected individual, we ask that you do not come in to our office & simply call, text or email us that you would like to reschedule. We will gladly reschedule your appointment for a convenient date and time in the future when you are symptom free.



TELEHEALTH

Not ready for an in person visit quite yet? We continue to offer Virtual In-Home Eye Exams with Dr. Ellent.

To get started, just click the APPOINTMENTS button on our website and choose TELEMEDICINE as the APPOINTMENT REASON requested from the drop down menu on top or email us with your request at info@thegardenseyecare.com and we will schedule a safe, secure and effective virtual medical eye care visit for many eye problems including:

- Pink Eye
- Eyelid Bumps, Stye & Eyelid Infections
- Itchy, Scratchy, Gritty, Burning or Watery Eyes
- Eye Redness
- Scratched Eye
- Contact Lens Related Problems
- Consultation/ Advice
- Rx Refills

Your health is our first concern, and we look forward to having a safe and healthy year for us all!

The Gardens Eye Care Team

Dr. Rita Ellent

Dmitry Belenky, MA, LMHC, Office Manager

Natalie Wilson, Lic Optician