

### **Triage**

*"In an effort to protect our patients and staff, do you mind if I ask a few additional questions?"*

- *Have you recently been ill or around anyone ill?*
- *Have you recently traveled or been around anyone who has traveled to affected geographic areas?*
- *Have you recently had a cough, fever, or symptoms of a respiratory infection?*

**If yes:** *"We kindly request that we reschedule your appointment during a time that you are feeling well and reduce the risk for exposure for any possible infections. We recommend contacting your physician. Thank you for understanding and we appreciate your consideration."*

**If no:** *"Thank you for helping us protect safety of all our patients and staff. Let's continue. "*

### **Confirmations**

*"Hi Kelly, this is Ellie Calling from ABCD Eye Care. With the coronavirus (COVID-19) outbreak, it is our upmost priority to care about health and safety of our patients and employees. To help prevent the spread of the virus we are screening all of our patients, employees, and visitors. If you have experienced any flu like symptoms: coughing, sneezing, or fever, within the past 14 days, or have had contact with anyone that has traveled to the affected geographic areas, or with someone who is infected, we kindly request that we reschedule your appointment. Am I able to keep you at your scheduled time for tomorrow at 2 pm?"*

### **Reach out to your patients due for an exam at the end of the month and the beginning of next month to extend CL prescriptions. Allow them to purchase an additional box to get them by in the event you are quarantined or in limited supply.**

*"Hello Daniel. We are reaching out to our patients as a courtesy. We noticed you are due for an eye exam at the end of the month. In the event you need to self-quarantine due to illness, we would like to offer an extension of your contact lens prescription for an additional box for purchase. Is that something you would be interested in doing?"*

### **Patients Walking into Office**

*"Hello, thank you for coming in today. It is so good to see you. We are inviting all of our patients to use the facilities to wash hands upon arrival. The restrooms are down the hall to your right."*

*"Thank you for helping keep our office free of the virus. We appreciate your consideration. Sarah will be with you shortly to start your preliminary testing."*

***Patients need to see us actively washing hands in front of patient or walking into room actively drying hands with paper towels.***