

Dear Northwest Eye Care Professional family,

Updated August 2020

As Governor Brown and Inslee lifted Oregon's and Washington's ban on elective medical procedures, Northwest Eye Care Professionals is pleased to be able to serve our patients again. We do want to advise you that we will still practice proper COVID guidelines to ensure the safety of our patients, staff and community. Therefore, your experience will slightly be different than before, but we will still maintain the comprehensive examination we have always provided.

Although we are ready to see patients, Northwest Eye Care Professionals will still be **CLOSED**, and will receive patients by appointment only. To maintain social distancing for all departments, if you want to pick up your glasses, need an adjustment or repair, we will still do curbside services by a scheduled appointment. You can schedule these appointments by calling the following optical departments directly:

Clackamas (503) 882-2678 or (503) 882-2660

Vancouver (360) 726-5307 or (503) 726-5306

Beaverton (971) 727-3005 and

Hillsboro (971) 371-4709 (**ONLY OPEN ON THURSDAYS & FRIDAYS**).

Appointments will be scheduled in a limited fashion to account for less exposure time between patients. For patients referred due to rehabilitative care, one of our resident doctors may be calling you prior to your appointment to discuss your chief complaint, review of history and medical history to facilitate the process. If you are a new patient, we will also have you go to our online web registration to get your information into our electronic chart. This will help minimize the time inside the office the day of the appointment. **The web registration can be found at www.doctorbruce.net.** This process can take up to 30 minutes and still does require the paperwork to be filled out as we need this information in your electronic chart as well. The paperwork can either be found online at our website or it can be emailed to you upon request. Once completed, please either email to: michellel@doctorbruce.net or bring into the office the day of the appointment. If this information is not received by check in, you will be asked to complete it in the safety of your car. All VSP (Vision Service Plan) patients will continue to be required to update the medical history form that your insurance carrier requires at check in.

When you arrive to your appointment, you will call our office and *wait in your car*. We want to practice as much social distancing as we can at these times. Once the doctor is ready for you, a technician/doctor will usher you into the office and ask how you are feeling while taking your temperature. Please call the office once you arrive with the vehicle description at:

Clackamas (503) 657-0321,

Vancouver (360) 546-2046

Beaverton (503) 214-1396 and

Hillsboro (503) 905-2828.

The staff/doctor will measure your temperature before you come into the office and ask you some questions about possible exposure or symptoms relating to COVID. You will then be taken to your pre-test or exam room and the doctor will start his/her examination.

At the end of your examination, we may not directly collect copays, deductibles, co-insurances or material purchases. In the following days, you will receive a call from a member of our team, including Sarah in our financial department to collect remotely. Her number will appear as a Eugene number (458) 201-7003 to make you aware. All patient amounts will be expected at the time of service or within the next week.

To maintain a sanitary and/or non-infectious environment, we will be cleaning down the examination rooms, door knobs, counters, etc, after every patient. We will routinely be washing our hands or wearing gloves when we have to make contact. Our clinic will be transformed to be a COVID safety environment. We will have plexi-glass shields installed on our equipment. We will be wearing scrub uniforms, face shields and face-coverings. We require that you come in with a face-covering and if possible, gloves. As this is a mandated requirement of all inside spaces, this is not a recommendation. Please do not express your concerns or frustrations with the staff over wearing a face covering as they are following the safety protocol and commitment to our patients. If you need a reasonable accommodation for wearing a face covering or a face shield and meet the CDC/OHA requirements for said reasonable accommodations, please email Danyel Johnson, Chief Operations Office. She will be able to send you a reasonable accommodation request form to submit to your doctor for review prior to your appointment. Her email is: danyelw@doctorbruce.net.

If you are under the age of 15 years, it is required that you come in with a parent or guardian. We ask that no other individuals accompany you at your examination. Remember to have the parent or guardian also wear a face covering. If you require assistance, we will allow a caretaker to accompany you. They will be required to wear a face covering as well.

We have also implemented a sickness protocol. If you have had any symptoms that fall under the COVID 19 symptoms list, been exposed or tested positive for COVID; we will require you to be asymptomatic for 2-4 weeks before we exam you or have you pick out eyewear. If you have been asymptomatic for 2 weeks, the doctors will triage the situation upon scheduling you.

We are excited to come back to serve our community again. Please contact us any time if you have any questions.

Thank you!
The Management Team

Susan Laperia, Vancouver Office Manager/Assistant Manager to NWECP (360) 726-5308
Heather Branderhorst, Optical Manager Working Mondays & Fridays (503) 882-2670
Lindsay Street/Largaespada, VT Admin Director working remotely (503) 882-2687

Danyel Johnson, Chief Operations Officer, working remotely (503) 882-2669

Please note, all company voice mails come to staff email