

## REOPENING YOUR PRACTICE CHECKLIST.



In an effort to support our business partners, the the following checklist provides of some of the considerations you may come across as you attempt to reopen your doors. Please ensure you contact your local officials or visit any of the provincial websites which will outline any applicable requirements/ guidelines you will need to adhere to when revisiting with your patients.

### BUILDING OCCUPANCY / OFFICE USE

**Maximum Staff:** \_\_\_\_\_

Minimum needed per doctor (for proper function).

\_\_\_\_\_ Reception

\_\_\_\_\_ Billing

\_\_\_\_\_ Other

\_\_\_\_\_ Tech

\_\_\_\_\_ Optician

**Maximum Patient Occupancy:** \_\_\_\_\_ with accompanying care giver: \_\_\_\_\_

(Caregiver must be taken into account for minor or dependent patients at the time appointments are made).

Caregiver limit: \_\_\_\_\_ per minor or dependent patient.

**Walk-in Patients:** (Circle)

**Yes / No** Exams and/or Refractions

**Yes / No** Optical Repairs

**Yes / No** Emergencies

**Yes / No** Other \_\_\_\_\_

**Yes / No** Optical Dispensing

\_\_\_\_\_

### APPOINTMENT PROCEDURES

How will patients be booked, who will be seen, in what order, and what information do we collect for each booking?

**Appointment Type Priorities:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



HOYA

## APPOINTMENT PROCEDURES CONT.,

### Phone Health Screening Questions:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Cancellation Policy: \_\_\_\_\_

\_\_\_\_\_

No Show Fee: \_\_\_\_\_

### Intake/reception Steps:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

(Example: Patient should remain in vehicle on arrival and call/text the front desk. We will send someone out to do health screening, and then escort them into the building.)

## DISINFECTION PROCEDURES

Who will be responsible for the safe and proper disinfection of your practice?

Area	Procedures/Details	Frequency	Who's Responsible
Reception			
Waiting Room			
Pre-Test Room			
Exam Lane 1			
Exam Lane 2			
Optical			
Hallway(s)			

The HOYA logo is located in the bottom right corner of the page. It consists of the word "HOYA" in a white, bold, sans-serif font, set against a solid blue rectangular background.

## DISINFECTION PROCEDURES CONT.,

Area	Procedures/Details	Frequency	Who's Responsible
Bathroom(s)			
Break Room			
Doctor's Office(s)			
Trash Removal			

## PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICIES

How and when is PPE to be used in your practice?

Hand Sanitizer: \_\_\_\_\_

Gloves: \_\_\_\_\_ Changed after: \_\_\_\_\_

Masks: \_\_\_\_\_ Changed after: \_\_\_\_\_

Face Shields: \_\_\_\_\_

Hand Washing: \_\_\_\_\_

## DISPENSARY PROCEDURES

How will you accommodate social distancing guidelines in your dispensary for each of these services?

Frame Handling & Selection: \_\_\_\_\_

Frame Cleaning & Disinfection: \_\_\_\_\_

Measurements: \_\_\_\_\_

Dispensing Eye Wear: \_\_\_\_\_

Repairs: \_\_\_\_\_

Is an Appointment Necessary?: \_\_\_\_\_

The Hoya logo, consisting of the word "HOYA" in white, bold, sans-serif capital letters, centered within a solid blue square.

## PATIENT COMMUNICATIONS (In-Office Signage)

How will you communicate with patients within your practice to help them maintain personal safety?

Type	Location	Messaging
Floor Markers		
Door Signs		
Bathroom Notices		
Other Signage		
Policy Notifications		

## OUTSIDE COMMUNICATIONS

How are you staying connected with your patients and what will you communicate to them when you are ready to re-open your doors?

**Newsletter:** \_\_\_\_\_  
\_\_\_\_\_

**Email:** \_\_\_\_\_  
\_\_\_\_\_

**Postcards:** \_\_\_\_\_  
\_\_\_\_\_

**Website:** \_\_\_\_\_  
\_\_\_\_\_

**Video:** \_\_\_\_\_  
\_\_\_\_\_

**Other:** \_\_\_\_\_  
\_\_\_\_\_

## TIPS FOR SANITIZING/CLEANING YOUR EYEWEAR AND HANDS.



To ensure the safety of your patients and staff alike, it is recommended to always wash your hands thoroughly or wear protective gloves before and after handling patient frames and lenses. Follow these simple steps to make sure you and your team are using a safe and consistent approach:

### HAND WASHING

1. Wet your hands with clean, running water. (Warm)
2. Lather your hands by rubbing them together with soap.  
Lather the back of your hands, between your fingers and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer?  
Hum the "Happy Birthday" song from beginning to end twice!
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.



### CLEANING YOUR EYEWEAR

1. Rinse frames and lenses with clean, running water (lukewarm) and apply a small amount of mild, non-abrasive soap (Scent-free, liquid).
2. Lather the frames and lenses by gently rubbing with soap, covering all areas.
3. Rub the frames with your finger tips for at least 20 seconds.
4. Rinse the frames and lenses well under clean, running water.
5. Dry the frames using a soft, clean microfibre lens cloth.
6. Repeat hand washing process before returning glasses.

If you don't have a station where you can effectively wash your frames and lenses with soap and water, we recommend using Hydrogen Peroxide Wipes, or a 50/50 solution of 3% Hydrogen Peroxide and water mixed in a spray bottle. Follow the 'cleaning your eyewear' steps above by replacing with Hydrogen Peroxide Wipes and make sure to discard your used wipes when finished. (Do not reuse)



Hoya's ultra-soft, microfibre cleaning cloth with an easy silicone grip - the perfect solution to cleaning your lenses!

The HOYA logo is displayed in white, bold, sans-serif capital letters on a solid blue rectangular background.