



### **What to expect for your visit to Optical Expressions during the COVID-19 outbreak:**

We are excited to inform you that we have reopened and are ready to meet all of your eye care needs. Our normal business hours will resume May 13th. As health care providers, the safety of you, our patients and our communities & staff is our primary concern.

### **Healthcare Screening:**

- We will screen all patients and staff at the office entrance upon arrival for COVID-19 exposure/risk.
- Patients must wear a facial covering or mask that covers the top of their nose bridge to the bottom of their chin when in Optical Expressions. **Patients must provide their own facial covering or mask.** Staff will also comply with wearing face masks.
- Upon entry, those who are flagged by the covid screening will be asked to leave and reschedule. Thank you for your understanding.
- You will be asked to sanitize your hands prior to entering the main office area.

### **Cleaning and Sterilizing:**

- Vigorous disinfection and cleaning procedures are required by our staff after each patient encounter and throughout the office. This will be monitored closely by our management team.
- Pens will be disinfected after each use.
- Any frames touched by patients or staff will be disinfected prior to returning to the frame board. When picking out glasses, frames will be pulled from the display case by an optician. You are more than welcome to point out a frame for the optician to pull for you.

### **Protection:**

- All staff will wear masks full time in the office and will follow all CDC guidelines for hygiene and disinfection of the office.
- Equipment will have additional guards as necessary to protect you and staff.
- All patients and visitors, except those under the age of two (per the CDC), will be asked and required to wear a mask or facial covering to their appointment, and provide their own.
- We ask that you limit the number of people in your party to only those who have an appointment.



- We will be monitoring the number of people in the office at all times to allow for adherence to social distancing protocols.
- Glasses and contact lenses can be picked up curbside.
- Contact lens orders can be shipped directly to you. Two or more contact lens boxes can be shipped to you for free. (subject to change at manufacturer's discretion)
- To reduce germ transmission we will be limiting personal conversations in order to spend time to thoroughly cover your vision and eye health concerns.
- Please email a scan or photo of the **front and back** of your insurance cards and ID 48 hours to your exam date. You can do the same with any additional paperwork. You may find patient paperwork located under forms on our website:  
<https://www.opticaexpressionsstl.net/new-patients/online-forms/>

-if you are unable to take a photo or scan these documents, your ID and insurance cards will be taken before you are allowed into the office and returned to you as you leave the office.

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**CHECKLIST:**

**Complete at least 48 hours before appointment:**

CC: [Opticaexpressionsstl@gmail.com](mailto:Opticaexpressionsstl@gmail.com) Clayton: [Opticaexpressionsclayton@gmail.com](mailto:Opticaexpressionsclayton@gmail.com)

- Email Optical Expressions your ID and Insurance cards, **both front and back.**
- Email paperwork found at:  
<https://www.opticaexpressionsstl.net/new-patients/online-forms/>

- Email a list of current medications.

**Upon arrival at Optical Expressions:**

- Please wait in your car and call to let us know you are here:  
CC: 314-579-0909 Clayton: 314-721-0909
- We will call you when we are ready for you to enter. Please wait in your car until we call for you.  
\*reminder only individuals with exam appointments will be allowed in the office..
- Wear your facial covering or mask into the office. Please put it on before you get out of your car.
- If you are unable to take a photo or scan your ID and insurance cards, have those out and ready to hand to the staff member who greets you at the door.