



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

- 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.
- 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.
- 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.
- Glasses Contact lens orders can be shipped directly to you at the shipping rate upon request.
- Please email a scan or photo of the **front and back** of your insurance cards and ID 48 hours to your exam date. 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.

CHECKLIST: Complete at least 48 hours before appointment:

CC:Opticaexpressionsstl@gmail.com Clayton:Opticaexpressionsclayton@gmail.com

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

Upon arrival at Optical Expressions:

- Wear your facial covering or mask into the office.
- 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.