

To Our Valued Patients:

We hope that this letter finds you and your loved ones safe and in good health. The past few weeks have been difficult for all of us, personally and professionally; and we are looking forward to resuming careful operations May 11, 2020. While many things around us have changed, one thing has remained constant, our commitment to your safety and well-being.

Infection control has always been a high priority for our practice, as you may have noticed in the past. The processes that we employ are designed so that when receiving care, you are both safe and comfortable.

Our office follows infection control recommendations made by the American Academy of Ophthalmology (AAO), the American Medical Association (AMA), the U. S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA) and the NC Department of Health and Human Services (NCDHHS). We follow the activities of these agencies so that we are following any new rulings or guidance that may be issued. We do this to make certain that our infection control protocols are current and that we adhere to each agency's recommendations.

For example:

- Our office will communicate with you before your appointment to ask you several screening questions to limit time spent in our office.
- You will be asked to use hand sanitizer when you enter the office. All patients and staff are required to wear a mask. Staff are required to take and record their temperature when entering our building.
- All surfaces and equipment are disinfected between patients. This includes the exam rooms and equipment, testing rooms and equipment, as well as our check in/check out area.
- Appointments will be scheduled to allow for social distancing between patients. When you arrive for your visit, you will be sent to a designated area to eliminate crowding in our reception area.

We look forward to seeing you soon and are happy to answer any questions you may have about the steps we take to keep you, and all of us, safe in our office.

Sincerely,

Drs. Bryan, Scroggs, Penke and Stewart and our dedicated Staff