



Preparing for Clinic Appointment – Casey Eye Institute

We are confident that it is very safe to come onto our premises and to receive care with us. We would like to make you aware of our revised clinic guidelines and our visitor restrictions.

Preparing for Your Clinic Appointment:

To help minimize risk of asymptomatic spread of coronavirus during your visit we ask that you to maintain physical distancing, report symptoms, and stay flexible.

Maintaining Physical Distance

- Follow physical distancing and handwashing guidelines. This applies to the person who will be bringing you to and from the clinic as well.

Report Symptoms:

Please notify us if you have any of the following symptoms prior to your appointment in the clinic. You may be asked to reschedule your appointment if you are symptomatic.

- Symptoms including, but not limited to:
 - Fever over 100° F
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Muscle pain
 - Headache
 - Sore throat
 - New loss of taste or smell
 - Diarrhea

If you have any questions about COVID-19 symptoms and care, please call the **OHSU Health COVID-19 Hotline** at 833-647-8222 between 8 a.m. and 8 p.m. 7 days a week.

Stay Flexible:

- Although your appointment is expected to proceed on the planned date and time, please remain flexible with timing as the clinic schedule may change due to reasons beyond our control. We promise to keep you informed as well as keeping your best interests at the forefront.

What to Expect on the Day of Appointment:

- **Masks are required** to be worn by anyone age 2 or older. We encourage you and your support person to wear your own mask when entering the hospital. However, we will provide you one if needed. Refusal to wear a mask may result in cancellation of your appointment.
- Upon entering our facility, you and your support person will be asked screening questions by our team in the lobby.
- You will be directed to your clinic area no earlier than 10 minutes prior to your appointment time.
- **For adults:** You may have one healthy adult (age 18 or older) accompany you to your appointment if necessary. We encourage patients to come alone if you are physically able.
- **For children (<18 yo):** Up to 2 healthy adults (age 18 or older) may accompany the child.

- If you do not wish to have an adult support person accompany you to your appointment, they may:
 - Wait in their car.
 - Wait in the designated areas in the clinic when available.
 - We ask that your support person limit their movement around the clinic while they are on-site.
 - Leave the clinic and return when your appointment is completed.
- If the indoor waiting area is full, we may need to ask your support person to wait outside the building or in their vehicle.

Please know that we genuinely care about you, and will do everything we can to provide you with the safest care experience possible. If you have any questions or concerns prior to your appointment, please don't hesitate to contact your doctor's office.