

What to Expect During Your Eye Exam:

Visiting New England Eye Southeastern MA Clinic During COVID-19



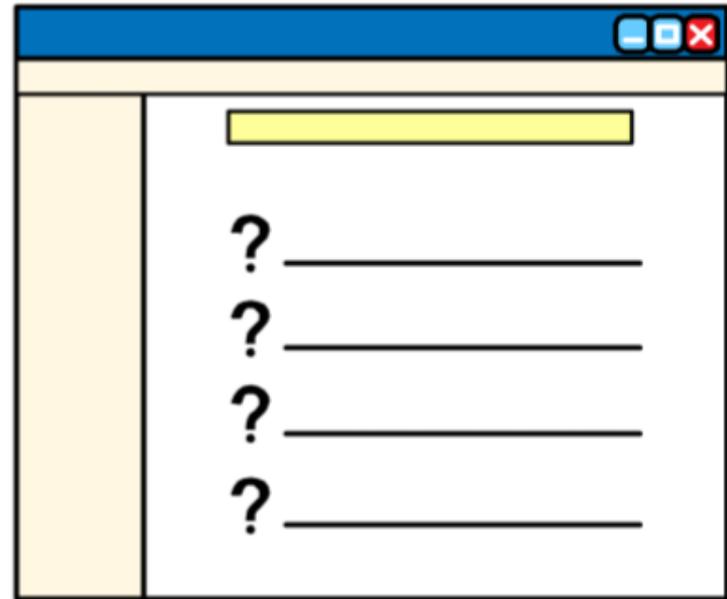
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Visuals Compiled by Shannon Sousa, MS, CCC-SLP of Community Autism Resources

New England Eye Southeastern MA is a collaborative clinic between the New England College of Optometry, Shriver Clinical Services, and Massachusetts Department of Developmental Services



When arriving for your examination, you or your caregiver should call the clinic to let us know that you have arrived. Please stay in the vehicle instead of coming directly into the clinic.



On the phone, the Patient Care Coordinator and/or the Eye Care Provider will ask you some screening questions. We are also happy to answer any questions you have regarding the appointment before coming into the clinic.



If you pass the screening questions, the Patient Care Coordinator or Eye Care Provider will come outside to verify your temperature with a touchless thermometer. They will be wearing a mask covering their nose and mouth and a face shield over their face. Please make sure that you and your caregiver also have a mask on when your temperature is checked.

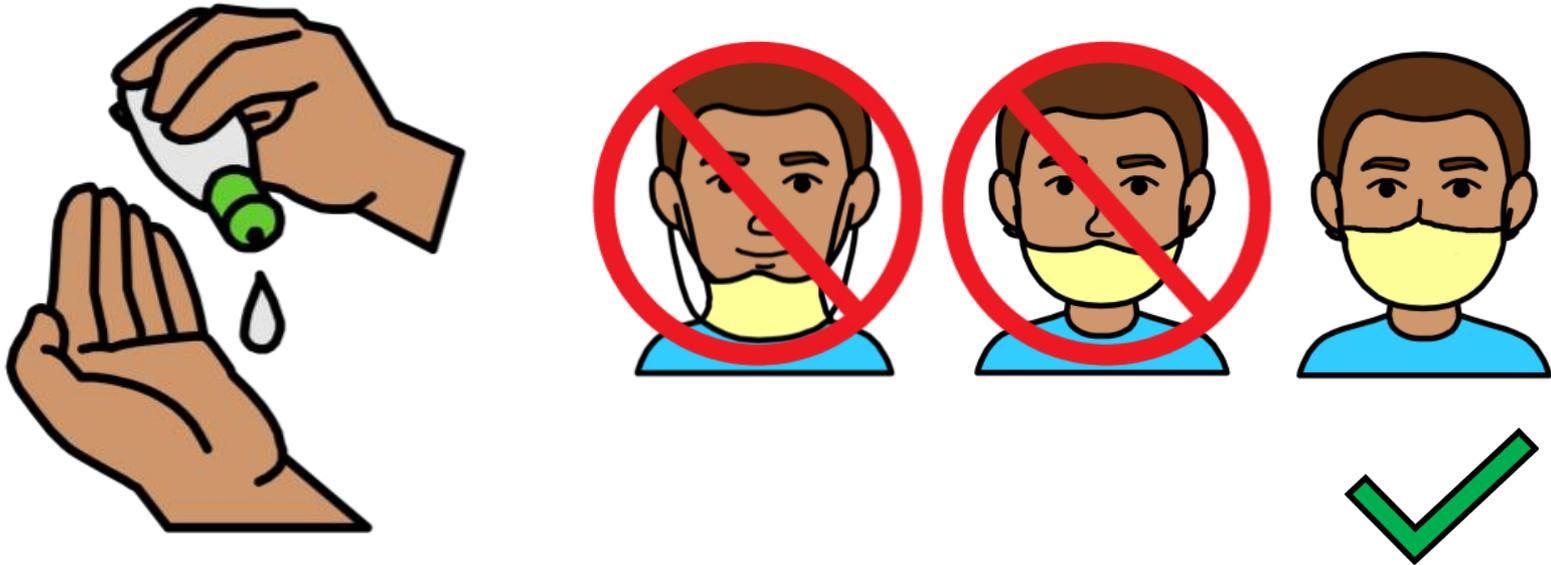


If your temperature is normal, you will be able to enter the clinic.

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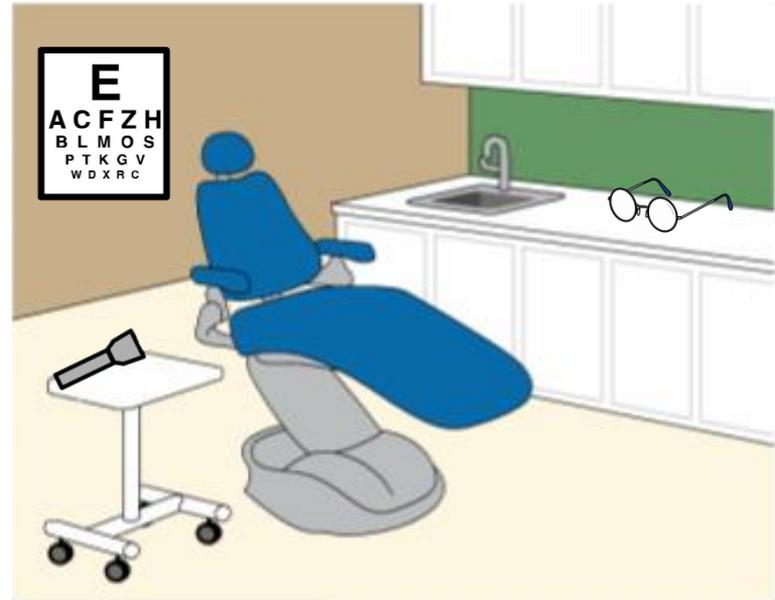
Please bring minimal personal belongings to your visit including not bringing any of your favorite items. We also ask that only one family member or caregiver enters the clinic with you for your appointment.



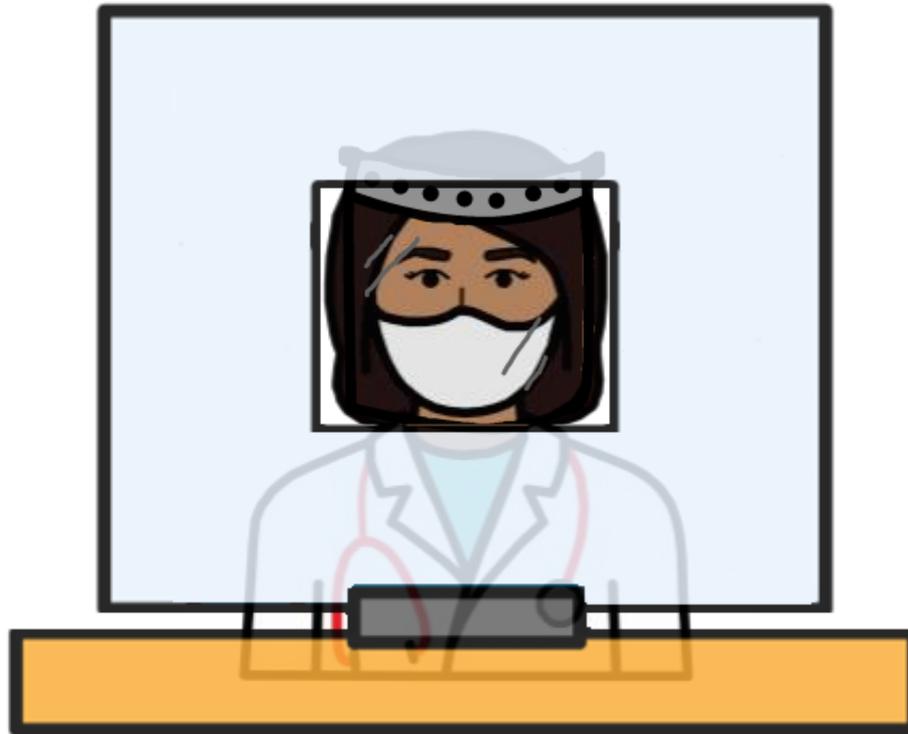
When entering the clinic, you will be asked to use hand sanitizer. Most importantly, we ask that you and your caregiver keep a mask covering your nose and mouth on throughout the entire examination.



Please be aware that all members of our staff will be wearing PPE (mask/eye protection/hair covering) throughout the duration of your visit. This is for your protection as well as theirs from the COVID-19 virus.



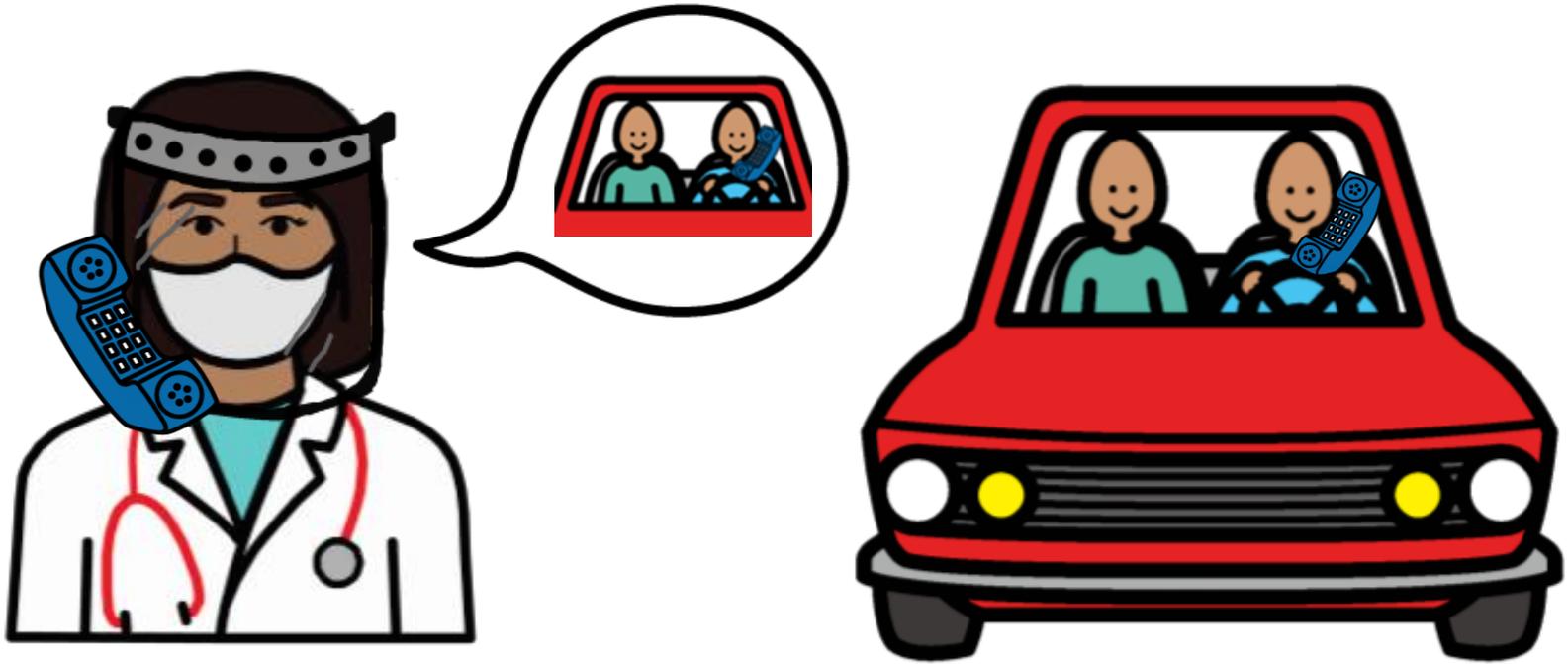
You will be invited to go right to the exam room as we prefer to not currently have patients in our waiting room.



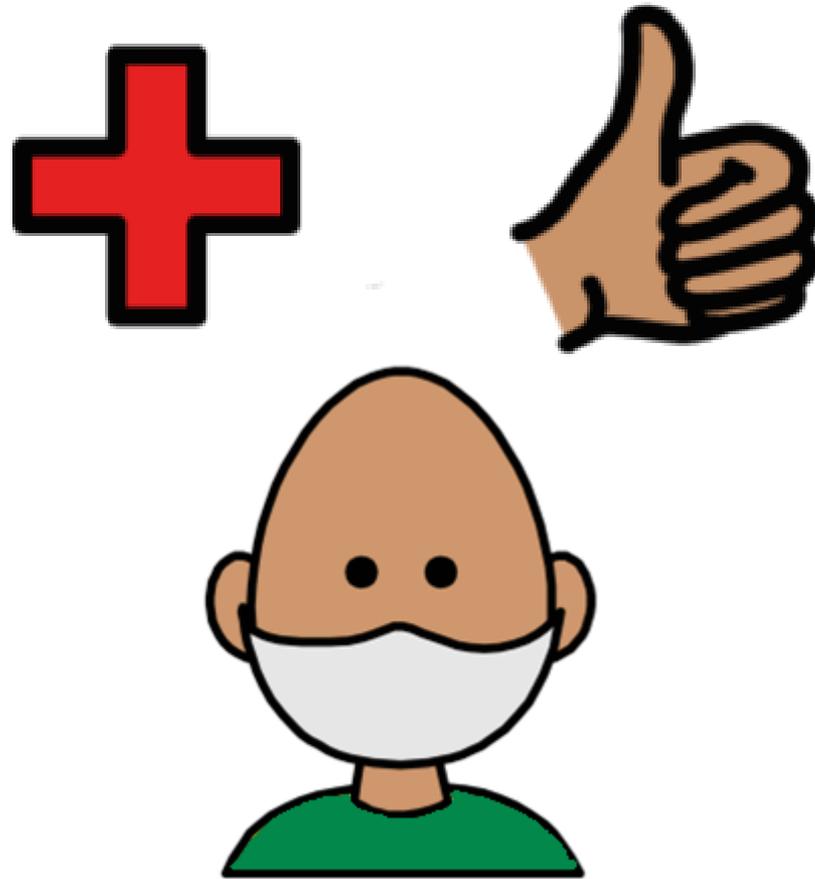
In the exam room, there will be plastic shields and barriers on most of the equipment that the Eye Care Provider will use to examine your eyes.



When your eye exam is finished, you'll be asked to return directly to your vehicle.



If the Eye Care Provider or you have any questions to discuss at length, the Eye Care Provider will call you on your cell phone while you are still in the parking lot, before your drive home. Our goal is to keep conversations short while in the exam room at the clinic.



By following all the steps, you are helping to keep yourself and others safe while having your eyes examined.