

Frequently Asked Questions about Coronavirus (COVID-19)

1. I have a runny nose, sinus congestion, sneeze, cough (cold/allergy symptoms), but no fever or shortness of breath. Should I cancel my appointment?

A: If you have a cold or upper respiratory infection, then we would prefer to reschedule your appointment 4 weeks out.

2. I have an eye infection/disease and am also sick with the flu. What should I do?

A: If you have respiratory symptoms, then we recommend that you first see your family doctor/local hospital to be tested for COVID-19. If you are cleared, then we will see you to treat your eye infection. We have masks that you can wear. Please understand that we have limited supplies of the proper equipment to protect our patients against possible exposure.

3. I'm over 60/70/80 and am scheduled for eye surgery/appointment. Should I wait until the summer?

A: If you are in good health, we can see/treat you. However, we are recommending that anyone with compromised health or respiratory illness reschedule any elective appointments for 4 weeks, unless they are being actively treated for an eye disease (ie. Retina, glaucoma).

4. Do you have fever, dry cough or shortness of breath?

A: If yes, then stay home, consider getting tested for COVID-19 and we will reschedule your appointment when you are feeling better in 4 weeks.

5. I am nervous about coming to your facility and being in crowded places? Should I reschedule my appointment?

A: To avoid crowds and ensure your safety, we have implemented a policy to ensure you move quickly through the clinic without encountering any clusters of people. Our schedules have been stretched-out and we are limiting access to only patients and caregivers. Also, you are welcome to wait in your car and we will text you when we are ready to see you.

6. I just returned from Europe last week and am healthy. Can I still come in for my appointment?

A: Actually, you must wait at least 14 days after returning from International Travel to any Level 3 country, or high-risk state (WA, CA, NY) before coming in to see us. We would be happy to reschedule your appointment until 4 weeks out. NOTE: Red flags include international travel to Level 3 countries such as China, Iran, South Korea, Europe, the UK (England, Ireland, Scotland, Wales) and in the USA: Washington State, California, or New York. Patients are asked to stay home for at least 14 days.

Health care providers who encounter patients meeting the criteria for COVID-19 are asked to immediately notify the local or state health department for further investigation of COVID-19.

NOTE: These recommendations are subject to change. Please refer to the CDC: <https://www.cdc.gov/> for the latest recommendations.