



To Our Patients,

We hope this message finds you healthy during these challenging times as we all cope with COVID-19. Our clinic team has implemented the following protocol to ensure the safety and well-being of our patients and staff during your appointment in our Low Vision Clinic.

- We will ask you a few questions over the phone to ensure you are healthy prior to coming in for an appointment.
- We will also perform an in-person temperature screening once you arrive for your appointment and your hands will be sanitized with a spritz solution.
- Staff will be wearing protective masks/face shields. In addition, we will require you to wear your own personal mask or facial covering. If you have trouble breathing or are on oxygen, we will provide a face shield for you to wear during your appointment. **You will not be allowed to enter our agency without a mask or face shield.**



- In order to adhere to social distancing, **please call us from your car when you arrive.** We will call you when our staff is ready to check you in.
- Family members or caregivers accompanying you will be kindly asked to wait in the car. Only one family member or caregiver will be allowed to accompany you and only when necessary.
- All rooms utilized by our patients will be extensively sanitized between patient visits.

Please call us with any questions at 650-858-0202. If we are unavailable to take your call, please leave a message and we will return your call as soon as possible.

We are here for you, as always.

Vista Center for the Blind and Visually Impaired