

# OUR COMMITMENT TO SAFETY!



At Boling Vision Center, we care deeply about the health & safety of our beloved Guests/Patients, BVC Team Members & Community, which is why we are taking EXTRAORDINARY MEASURES to continue serving ALL with Integrity, Compassion & Excellence during these unsettling times!

As many of you know, we serve Guests every single day who rely on their vision for critical daily living activities, which is why postponing care for chronic and sight-threatening conditions is simply not possible as a long-term solution. This is why

In order to safely and responsibly reopen the remainder of our essential services, we are taking extreme measures to mitigate risks and to keep our BVC Family and Guests/Patients safe, including:

- All BVC Team Members are undergoing recorded temperature screenings 2 times per workday
- All BVC Doctors, Technicians & Scribes are wearing approved medical-grade masks and safety spectacles
- All Remaining BVC Team Members are wearing masks/face coverings and safety spectacles
- All BVC Team Members will AVOID shaking hands or hugging others
- Any BVC Team Member who is feeling ill, or is exhibiting any symptoms, will NOT be permitted to work their in-person shift
- Any BVC Team Member who has been exposed to a COVID-19 positive person, and/or who develops symptoms, will NOT be permitted to work and will undergo a COVID-19 test prior to returning to work
- All BVC Team Members have been educated on additional disinfectant protocols (above and beyond typical procedures) for rooms, equipment, and all high-touch areas
- All BVC Team Members are suspending all non-essential travel
- All BVC Team Members have been educated on, and have agreed to practice, appropriate safety procedures for out-of-work or public settings
- A Dedicated Disinfectant Team will be continuously cleaning ALL high-touch surfaces (door handles, light switches, keyboards, doors/walls, countertops, etc.)
- BVC has launched Virtual Visits, Drive-Thru Testing, Virtual Glasses Try-On, and a Virtual Waiting Room (Patient App to Notify BVC Team of Arrival to Office, Complete Check-In Process, etc.) to minimize "foot traffic" and to maximize social distancing
- BVC has significantly reduced schedules in an effort to minimize potential wait times
- All Scheduled Guests will undergo a preliminary verbal screening regarding symptoms PRIOR to arrival and again UPON arrival
- Most verbal exam elements will take place over the telephone PRIOR to arrival (to reduce time spent in Boling Vision Center facilities)
- All Guests (those with scheduled appointments, those accompanying guests with scheduled appointments, vendors, delivery service providers, and all other building visitors) will be required to undergo a temperature reading PRIOR to entering the building.
- Guests with appointments who refuse to undergo a temperature reading will be asked to reschedule their appointment and those accompanying guests who refuse to undergo a temperature reading will be instructed to wait in their vehicles
- Vendors, Delivery Service Providers & Other Building Visitors who refuse will NOT be permitted to enter the building.
- All Guests & Visitors will be required to wear a face covering/mask when inside any Boling Vision Center facility
- Reception and waiting areas have been reconfigured to maximize social distancing opportunities (for rare instances when guests arrive/depart at similar times)
- Safety/Breath Shields have been installed in all examination lanes to minimize aerosol transmissions during eye exams
- Minimal talking will take place during Guests/Patients' slit lamp examination – doctors will sit back to provide adequate space prior to asking questions and discussing treatment options
- Our BVC Optical Team Members will assist all Guests with the try-on process by removing frames from display boards, transporting them to a clean station, disinfecting frames PRIOR to try-on, and disinfecting frames again PRIOR to going back on the display boards
- Some routine service lines may continue to be postponed until we are able to increase our clinic capacity
- The ICE Café will ONLY be open for carry-out orders
- All magazines, books & children's toys have been removed from all guest areas
- BVC has remained committed to supporting our BVC Family during these unsettling times – please feel free to ask a BVC Team Member for more information

## ABOUT US

Boling Vision Center has been compassionately serving the families of Michiana's eye care needs since 1960.

- Award Winning Team
- Multilingual Doctors & Staff
- Emergency Eye Care Available with 24-Hour On-Call Service

Routine & Medical Eye Exams | Glasses | Contacts  
Medical Retina | Dry Eye | Botox | LASIK | Cataracts

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