

Capital Eye - COVID 19: Update – Effective 25/03/2020

Capital Eye is committed to protecting our staff and patients during these unprecedented times. There are a few adjustments to our business to prevent the spread and the scale of the potential outbreak within our community.

Bookings and Appointments

- Patients over 65 or are immunocompromised individuals are encouraged to reschedule
- Patients who have travelled overseas within the previous 14 days will need to be rescheduled
- Patients who have come in contact with individuals with confirmed or suspected COVID-19 will not be seen

Patients who have scheduled a routine eye appointment with no concerns are encouraged to reschedule and adhere to social distancing advice issued by the Australian Government;

- Patients can be accompanied by one carer if required

New patients (unless emergency) are encouraged to continue their optometric care with their previous provider. Bookings and appointment (when available) are reserved for existing patients only.

Patients with flu-like symptoms or, feeling unwell for any reason should not be expected to be seen.

At The Practice

- Areas of high touchpoint frequency such as but not limited to; light switches and door handles are to be disinfected twice hourly with disposable disinfectant wipes. This includes hard surfaces such as the reception desk and EFTPOS terminals. This is additional to our strict usual mandatory disinfection of surfaces after each patient.
- Frames are disinfected with disposable sanitation wipes after each patient. Patients are encouraged to bring their own frames to refit their new lenses.

Once-off disposable masks are available to patients on request.

Patients are asked to use hand sanitiser before and after the appointment. Patients are encouraged to wash their hands thoroughly before entering the practice.

For your safety, we have reduced our clinical capacity to only operate at 25%. This allows us time to disinfect after each patient. Our dispenses are done with Rodenstock Impressionist Smart Mirror; complying with the social distancing advice.

After Your Appointment

We will offer to deliver your products to avoid unnecessary face-to-face contact.

We are contactable via email. Our existing patients are given our direct contact details should they require any urgent attention related to their eyecare.

Future Appointments

If you've made an appointment for the future, you may be contacted to be rescheduled. We will confirm your appointments two weeks prior. We will let you know if your appointment has been cancelled.

We plan to resume normal operations by 31st May 2020. We are following closely to the advice issued by the Australian Government daily and our professional associations.