Dear Patient,

We understand the growing concern surrounding the Coronavirus (COVID-19) across the communities we serve. The health and safety of our patients, physicians and staff is our top priority. Baltimore Washington Eye Center has been actively preparing its office, physicians and employees to identify possible patients with the COVID-19 virus and to prevent transmission to themselves, other patients and visitors. We have also created a Clinical Response Team to review our response as the situation evolves.

Based on current guidance and our own standard and practices, we remain open and ready to provide exception patient care.

PATIENTS WITH UPCOMING APPOINTMENTS

We are permitting only one visitor, per patient, to accompany patients to our locations at this time. If you have travelled internationally, traveled on any cruise ship, have been exposed to someone with COVID-19 in the last 14 days or you have experienced any of the symptoms listed below, we MUST reschedule your appointment for a future date.

- Fever
- Fatigue
- Cough
- Shortness of breath

Please call the office and our staff will reschedule your appointment. We will be screening every patient at Check-in to identify and limit potential exposure to COVID-19 in our clinics.

A NOTE TO OUR HIGHER RISK PATIENTS

As the virus continues to spread, we want to protect and safeguard our most vulnerable patients- the elderly and people with serious chronic medical conditions like heart disease, diabetes and lung disease. This includes patients with cancer, organ transplant, immune deficiencies and those on medications that suppress their immune system.

Elderly and higher risk patients should consider changing any routine and non-urgent visits to a later date.
POTENTIAL DISRUPTIONS TO OUR REGULAR SCHEDULE

• Depending on community trends with COVID-19, offices may reduce patient load or close with short notice.
• We will notify you if it is necessary to temporarily close and office.
• For regular updates, visit: www.bweyecenter.com

HOW IS OUR STAFF BEING TRAINED?

• Our staff has been trained in infection control practices, standard precautions, and hand hygiene.

HOW IS BALTIMORE WASHINGTON EYE CENTER MONITORING THE SITUATION?

• As the situation evolves, we are keeping up with and following the recommendations of the CDC, WHO, state and local health departments.

HOW IS BALTIMORE WASHINGTON EYECENTER PREPARING FOR COVID-19?

• Our primary duty is to safeguard the health and well-being of our patients, and staff, by preventing the spread of the infection at our offices
• We are continuously monitoring, reviewing and improving our response as the situation evolves.
• We are keeping all employees updated with any new recommendations for preventing the spread of COVID-19.
• We are encouraging sick employees to stay home.
• WE are increasing awareness of all of our staff to be alert for signs and symptoms of COVID-19
• Our practices employ proper environmental cleaning techniques
• We are practicing safe hand hygiene in all of our clinics
• We are proactively alerting patients who are ill, have been exposed to COVID-19, or those who have recently visited high risk countries to reschedule appointments.

COVID-19 SYMPTOMS

Signs and symptoms of COVID-19 may appear 2 to 14 days after exposure and can include:

• Fever
• Fatigue
• Dry Cough
• Shortness of breath

The severity of COVID-19 symptoms can range from very mild to severe. People who are older or have existing medical conditions may be at higher risk of serious illness. This is similar to what is seen with other respiratory illnesses such as influenza.
PRACTICE EVERDAY PREVENTION

As you touch people, surfaces and objects throughout the day, you accumulate germs on your hands. You can infect yourself with these germs by touching your eyes, nose or mouth.

Although there is no vaccine available to prevent infection with the new coronavirus, you can take steps to reduce your risk of infection. The CDC and WHO recommend following standard precautions for avoiding respiratory viruses:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.

- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol

- Always wash hands with soap and water if hands are visibly dirty.

- Avoid sharing dishes, glasses, bedding and other household items if you’re sick.
- Clean and disinfect surfaces you touch often. Stay home from work, school and public areas if you are sick.

We will be updating this information as new details become available. If you have questions or concerns about this information, please reach out to our practice leadership.