

Dear Valued UCSF Ophthalmology Patient,

Your safety is our #1 priority. We at UCSF Health are committed to providing you excellent and safe surgical care by adopting stringent measures of hygiene, disinfection, and screening that meet or exceed current guidelines for COVID-19 control and prevention.

We are taking the following enhanced measures during the COVID-19 pandemic:

1. **Hospital-grade disinfection protocols.** The premises and all instruments undergo disinfection or sterilization at the start of the day, between every patient, and at day's end. In exam rooms, this protocol includes cleaning and disinfecting all surfaces, including keyboards, computers, chairs, chinrests, and handles.
2. **Visitor policy.** To maintain physical distancing, only you and other patients are allowed in the medical center, including waiting areas and public spaces. Visitors are not permitted, except in special cases (such as parents/guardians of minors or caretakers of disabled persons).
3. **Patient screening for COVID-19.** You will need to pass a screening for COVID-19 symptoms and risk factors, both prior to the surgery day and upon arrival. COVID-19 testing will be offered to you prior to surgery to confirm absence of non-detected infection. Note that at UCSF, COVID-19 care is being conducted in an isolation unit away from the surgery center. Furthermore, COVID-19 patients do not undergo routine, elective surgery until the infection has fully cleared.
4. **Patient hygiene.** You will be required to wear a face mask upon arrival and throughout the time you are on the premises. Hand disinfection will be required of you upon entry to patient care areas.
5. **Medical personnel screening for COVID-19.** All medical personnel are required to pass a daily check for COVID-19 symptoms and risk factors before being allowed on the premises.
6. **Medical personnel hygiene.** Medical personnel wear surgical masks at all times, dress in surgical scrubs or washable attire, wash/disinfect hands frequently, and use gloves when indicated.
7. **Shortened waiting time and visit durations.** Clinic volumes have been reduced to minimize your wait time and visit length. The number of patients in the waiting area is monitored to allow appropriate distancing. Check-in and check-out procedures have been streamlined to minimize paperwork and your time spent at the appointment window.
6. **Reduced physical proximity during exams.** If appropriate, some of your visits may be conducted by video or phone to reduce your need to come to UCSF. If an exam is needed, the interview portion may be conducted in advance by phone. Any testing that is deemed optional will be deferred. While you are being examined, speaking will be kept to a minimum in order to reduce droplet spread. Plexiglass barriers will provide additional protection during the exam.
8. **Discussion conducted safely.** Your doctor may conduct some or all of the pre-exam interview and post-exam discussion over the phone or via video conferencing. If needed, a medical interpreter will be provided to you by teleconference. Ample time will be set aside for you to speak freely with your doctor and to have any questions and concerns addressed.

With the above protocols, we have taken comprehensive steps to prioritize your safety throughout your recommended surgical care. Your surgeon is part of a team of highly qualified, compassionate medical professionals, all of whom are committed to giving you the very best health outcomes.

Should you have further questions, we invite you to call us at 415/514-2800. We thank you for choosing UCSF Health for your care, and we look forward to serving you.

Respectfully,

Your Doctors and Eye Care Professionals of the UCSF Department of Ophthalmology