



What Patients Should Know About Seeking Eye Care at HEA During COVID-19 Pandemic

HEA physicians, optometrists and staff have been committed to providing the best eye care to patients for over 50 years. Our dedication to patients has been reinforced during this challenging time of COVID-19 pandemic.

HEA is following CDC guidelines, Texas Medical Association, State and Local authorities' recommendations and **continues the practice of masking and other precautionary measures. HEA believes these recommendations are in the best interest of our patients and the community HEA serves.** It is recommended that all employees, patients, vendors, and guests wear a face mask in patient care areas regardless of the vaccination status or previous COVID-19 infection. Majority of our physicians and staff have been fully vaccinated or are in the process of being fully vaccinated against COVID-19.

Below are some recommendations to help guide you as you consider seeking care at HEA and what should you expect when you come.

Do Not Postpone Necessary Care. Some patients have been delaying care for decreased vision, or other eye issues. Do NOT postpone care or it may lead to complications that may require surgical intervention or lead to loss of vision. Do NOT postpone necessary preventive care such as diabetes screening or glaucoma follow up exams.

Is It Safe to Go to Your Eye Doctor? If you are still hesitant, call us to talk with our staff about our clinics and the precautions we follow. We are promoting safe distancing, expanded virtual visits, have established additional sanitation processes to disinfect equipment and surfaces, our physicians and staff wear masks and other personal protective equipment when indicated. We have easily accessible hand washing areas and available hand sanitizers. Our personnel with fever, cough, sore throat, or other COVID-like symptoms are not permitted in any area of our clinics and required to be tested.

Consider Telehealth or Virtual Visits. HEA patients may receive certain care by "telehealth" – audio or audio/visual care via your phone or computer. Call us to discuss if telehealth is a good option for you.

Patient and Visitors Guidelines

To prevent you from getting Covid-19, or giving it to others, you will be asked to:

Wear a face covering regardless of your vaccination status or post-COVID infection.. Everyone over the age of two should wear a face covering (facemask). For acceptable face coverings visit CDC website: [Your Guide to Masks | CDC](#).

Limit the number of people who accompany you to your appointment to **ONE visitor**, which allows us to limit the number of people in the buildings and to practice better social distancing.

Review and Sign an Acknowledgement form to attest to the absence of signs of illness consistent with COVID-19.

Avoid crowded waiting areas. Waiting rooms have chairs spaced apart to keep you and others safe. Sometimes you will be asked to wait in your car until your doctor is ready to see you.

Wash your hands often and use tissue to cover your nose and mouth if sneezing or coughing. Use soap and water for 20 seconds or use available hand sanitizer when washing your hands is not possible. You can bring your own hand sanitizer if it makes you feel more comfortable.

Contact your HEA provider or scheduling department to reschedule your appointment and **stay home** if you or your essential visitor/caregiver is **not feeling well**.

Should you be fully vaccinated or get tested before seeking care?

We encourage you to get vaccinated, but you do not require to be vaccinated or tested before entering our facilities. Prior to certain surgeries, it may be necessary to be tested. Your physician will let you know.

HEA patients should have confidence in seeking care, and trust that HEA providers are doing their best to keep you, your family, and our community safe and healthy.