

Thinking about scheduling an eye exam?

5 steps for a successful visit during COVID-19



With more states now in various phases of reopening, some eye care professionals (ECPs) are beginning to see patients again. They are also taking several precautions to protect your health, including following strict hygiene and disinfection guidelines for their offices. You should expect many changes to in-person appointments, including how you schedule them and what happens before and during your exam.



Schedule your appointment in advance

Use your carrier's provider locator to find an eye care professional and their contact information. Many practices are no longer accepting walk-ins and may have limited hours.



Verify the eye care professional's screening parameters

Your ECP may ask you to wait outside, or in your car, instead of in the normal waiting room. Your temperature may be checked before you enter the building, and you may be asked to come alone to limit the number of people in the office. This is to protect you and others from possible exposure in crowded waiting areas.



Take your temperature yourself at home

Reschedule your appointment if your body temperature is above 100.4 degrees Fahrenheit.* Even if your temperature is normal, be sure to call the ECP's office ahead of time and let them know if you have a cough or have been in close contact with someone who is ill.



Bring a mask

You and your ECP will be in very close physical proximity during the exam. Masks will keep both of you safe from droplets that can be expressed through your mouth or nose, even if no one coughs or sneezes.



Don't forget any necessary paperwork

Be sure to bring your member ID, as well as any other important documents, such as your medical history. Some practitioners will ask you to fill out forms online and bring them with you to save time and to minimize the use of pens in the office.