

During these challenging times, our office will be using best clinical practices as guided by the CDC, the L.A. County Department of Health, and the American Optometric Association for the safety of our patients and staff. This will include social distancing, HEPA air filters in every exam room and throughout the office, on-line check in, and meticulous disinfecting of our office in between patients.

New Office Requirements

- If you have had a fever, cough, or cold within the last 14 days, please let us know so that we can reschedule your appointment to a later date.
- We are requiring that all patients wear a mask or facial covering of some sort while in the office.
- If you are wearing gloves, please remove them when you enter. You may keep them in your pocket or dispose of them.
- When you enter the office, we will ask you to wash your hands.
- Please put your cell phone away and do not use it while in the office.
- Please stay 6 feet behind the front desk. We will come to you.
- We are keeping our front door locked to limit traffic in the office. When you arrive for your appointment, please call (310)470-4289 or knock. If we do not immediately answer the door it is because we are assisting other patients.
- Please call and let us know if you are coming in for any reason, even if it's just to pick up your contact lenses, your glasses, or have your glasses adjusted. If you do not have an appointment and you arrive at the office, we may not be able to assist you if there are too many people on the office.
- Because we are spreading our exam times further apart, it is necessary that you arrive at your appointed time. If you are early, we may ask you to remain outside until we can properly assist you. If you are late, we may require you to reschedule your appointment. We are implementing a 48-hour cancellation policy and no-show policy. Please speak to our staff for details.
- Please maintain 6 feet from staff and other patients while in the office.
- If someone has accompanied you to the office, we ask that they remain in your vehicle or outside. The exception will be for caretakers and parents. We will allow only one caretaker or parent.
- We have made our sign in forms available online to minimize the use of clip boards and pens. We can also email them to you. Please bring the completed forms with you when you come for your appointment. If you need to fill out the forms while you are in the office, we may ask you to fill them out your vehicle if possible, to limit your time in the office.
- If you want to try on frames, please let one of the staff assist you and take them from the display board and hand them to you. We will take them from you and disinfect them prior to replacing them on the board. We ask that you try the frames on only if your wish to purchase new glasses and refrain from just browsing.

- We will be checking temperatures are the front door.

We understand that not everyone will agree with these policies. We respect those who feel that their rights are being infringed upon. However, we also have rights, and we will exercise our rights to protect our patients and staff. We reserve the right to refuse service.