



Dear Re:Vision Patient

As we welcome you to Re:Vision, we would like to inform you of all the extra steps we are taking to provide you with a safe and healthy environment for your appointment and/or procedure. We are dedicated to providing you with the highest level of service, while minimizing the risks to all involved.

### What measures are we taking to ensure your health and safety?

- **Please call us (0800 55 2020) from your car** when you arrive at Re:Vision.  
You are invited to wait in your car for a few minutes until the team are ready to take you straight in to your appointment– this minimizes your time in our patient lounge. We will call you when your assessment is ready to start
- We are encouraging support person/s to wait in your car to minimize the number of people in the building  
You should still please bring your support person into the building with you if need them to assist with mobility, hearing & understanding, or for cultural reasons  
Please let us know if you prefer for your support person to come into the appointment with you so we can make them welcome
- We are placing hand sanitiser at our reception desks and near all doorway entrances – **please use these as you enter and leave the building**
- We sanitise all common areas throughout the day and use only clean disposable coffee/tea cups
- We are continuously cleaning and sanitising all commonly used surfaces (door handles, desks, EFTPOS terminals and of course all clinical testing equipment) using hospital-grade surface wipes
- We're keeping up to date with all the Ministry of Health & Centre for Disease Control COVID-19 recommendations and protocols

### We are removing as many possible transmission points, including:

- Replacing handshakes and physical contact with social distance measures and other types of friendly greetings
- We've removed magazines and other shared items from lounge areas. Instead of magazines, we offer you free Wi-Fi that should also work in the parking lot below the building – just ask reception for the code when you arrive/call
- We're encouraging patients to book Virtual Assessments for some types of consultations
- We're providing E-learning forums for optometrists rather than hosting seminars with large numbers of attendees

### How can you help?

- **Please follow the Ministry of Health recommendations if you have travelled in the last two weeks**
- Please reschedule your appointment if you are feeling unwell
- **Wait in your car** after calling reception to let us know that you have arrived, we will call you as soon as your appointment is ready to start
- **Please use the hand sanitisers provided when you enter and leave our practice**

Thank you for understanding during these difficult and unusual times and thank you for working with us to ensure your and other's wellbeing. If you have any questions, please feel free to call 0800 55 2020.

Kind Regards from the Re:Vision Team