

Instruction sheet for patients to be seen in person at the office

DO NOT come if you have fever, diarrhea, or any respiratory symptoms

1. Meet at 2550 Willow Street, Vancouver (Eye Care Centre)

[Please bring BC Services Card & list of medication]

Please drive or walk to the designated address, **2550 Willow Street, Vancouver** (Meter parking is available around the block). On the weekends, doors will remain locked at the entrance of the Eye Care Centre. Our staff will only allow the patient inside (unless you are bringing an interpreter) at the designated time of the appointment. Please bring your cellular device with you to the appointment. If you are early, please wait in your vehicle or walk around the block until your designated time. If you are delayed or having trouble locating the building, please call 604-875-8237.

2. Greet

We will call you on your cell when Dr. Yin's ready for you to enter the building for your appointment. Walk up to the entrance of the Eye Care Centre. As soon as you enter the building, you will be asked to wash your hands. You are encouraged to wear a mask if you have your own supply but we do not require you to. Do not wear glove, you will be asked to remove it. Please practice social distancing and stand at least 2 meters from the front desk while our staff checks you in. You will be directly led into the exam room or seated in the waiting area but will remain at a safe distance from other patients.

3. During Your Exam

Please refrain from speaking during the examination at the Slit Lamp (the machine with the bright light). Dr. Yin will have the discussion with you (with a safe distance) after she's completely done with the exam. This is for protection of you so that we do not expose you to any infection.

4. After appointment

Please stand at a safe distance away from the front desk to allow the staff to schedule your next appointment (or we can call you). After the appointment(s) are made please immediately exit the building following the unidirectional flow as marked. If your family members who came with you to the appointment have questions or concerns, Dr. Yin will call your family members during the appointment to have this discussion. Please wash your hands again before you leave the building.