



FAQ regarding COVID-19 Pandemic, updated 3/23/2020

Are the offices still open during the pandemic?

Yes - however, our business hours have been reduced and we are open to emergency and essential care only. Telemedicine services are available for red eye patients and are recommended as a first line appointment to see if it is necessary for you to actually come into the office.

We are also open to dispense glasses and contact lenses and are doing so curbside. Please call or text the number posted when you arrive and an associate will be out to assist you.

I have an appointment scheduled, should I cancel?

At this point, the only patients we have on the schedule are necessary/essential care appointments. As long as you and your household members are symptom free, have not traveled out of Ohio within the last two weeks, have not been exposed to anyone with COVID-19, and has been followed recommendations by the Ohio Department of Health for social distancing, you do not need to cancel your appointment.

What are the signs and symptoms of COVID-19?

From the CDC - a fever and signs of lower respiratory illness (dry cough, shortness of breath). Also, in some patients, conjunctivitis ("Pink Eye") may be a presenting symptom.

What should I do if I have these symptoms?

You should isolate yourself from the rest of your household and call your PCP immediately, **before** going to their office. Make sure you tell them your symptoms so they can take steps to limit your exposure to other patients waiting in the office. Also, if available, wear a face mask (or bandanna) if you are symptomatic; frequently wash your hands with soap and water. If no soap and water is available, then hand sanitizer with at least 60% alcohol content is recommended.

What if I am having an ocular emergency and I am not feeling well?

Please call our office so we can triage your case over the phone. If it is after hours, you may call Dr. Mattson at 614-306-2761. Depending on your circumstances, we may call in a prescription, refer you to a specialist, or need to see you in the office under tighter control to prevent spread of illness. Remember an ocular emergency is loss of all or part of your vision, having flashes of light or new onset of floaters, eye pain, redness, and discharge. Needing glasses or contacts is not an ocular emergency. Those visits can wait until you are well again.