



Cynthia P. Ruggeiro, OD, MPH, FAAO  
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O P T O M E T R I C P H Y S I C I A N

A message from your optometrist, Cynthia P Ruggeiro OD, MPH, FAAO

### My New Practice Protocol

I hope this message finds you well during this difficult time. As of June 2, 2020, I will be available for comprehensive routine eye exams as well as urgent care. As always, I am available via Telehealth for video consultations.

Your health and safety are my number one priority. Our protocol is much different than in the past. I have added new equipment to allow distancing, added breath shields to my current diagnostic equipment and will be sanitizing every contact surface between appointments. I am following strict CDC advice and the latest optometric safety protocols (which, in my other role as a public health consultant I helped write for the state.) We hope to streamline the registration process so that you do not need to spend extra time in the office filling out paperwork.

### Screening

- If you have any symptoms of COVID19 such as cough, shortness of breath, difficulty breathing, or fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, or diarrhea, nausea, vomiting and abdominal discomfort, we will ask that you not come in and instead contact your primary care physician.
- If you have been in contact with someone who has COVID19 in the last 2-14 days, we will ask that you postpone for at least 14 days.
- If you have traveled in the last two weeks, we may ask that you quarantine for 14 days before arriving for your appointment. Please contact me if your concern is urgent, and feel your need to be seen sooner.

### Before your appointment:

- When making your appointment, please supply your email and insurance plan and ID number. You will receive an email with a link to fill out your registration information. This MUST be completed before you arrive to your appointment. We may need to reschedule you if you are unable to complete prior to your appointment.
- Please provide us the best cell number to reach you.
- You will receive a call before your appointment, to discuss your eye or vision concerns.

### When arriving for your appointment

- We will be limiting the number of people in the office at any time. Please wait outside our office and we will let you in when it is your appointment time. If you prefer to wait in your car, give us a call to let us know.

- You MUST wear a face mask to your appointment. If you arrive without a face mask, we will supply you with a surgical mask. We ask that you remove any gloves worn into the office and sanitize or wash your hands on arrival. And remain 6 feet away from others in the office.
- Please leave large bags, purses and backpacks at home and just arrive with essential items.
- If you prefer, we can obtain payment information over the phone.

#### During your appointment

- During your exam, I will be wearing a protective face mask, face shield and possibly gloves. So things will look a bit different but I will still be providing the same comprehensive care focused on providing you will healthy clear vision
- We will have a chance to talk about your concerns prior to your appointment, so we ask that conversation be kept to a minimum during the exam.
- Please do not touch your face or mask. If so, we will ask that you wash your hands.
- If you wear glasses, come in wearing them. For now, we will not be offering contact lens fitting for new patients. Feel free to talk to me if you have questions about this.

#### Special considerations for High Risk Patients

If you are in a group that is at higher risk for serious complications related to COVID19, we will allot a separate time for you. This includes people age 65 and older, pregnant women, people living in a nursing home or long-term facility, people who are immunocompromised and people of all ages with underlying medical conditions like chronic lung disease, severe asthma, diabetes, heart disease, severe obesity, chronic kidney disease and liver disease.

- Ask for an “HR” appointment time when scheduling.

If you have any concerns, regarding scheduling an appointment, please contact us. If you cannot reach us via phone, please contact me via email [DrRuggeiro@gmail.com](mailto:DrRuggeiro@gmail.com). (Please remember email communication is not considered secure for personal details)

Cynthia P Ruggeiro OD, MPH, FAAO  
1906 Pike Place, Ste.8  
Seattle, WA 98101  
(206) 448-7739  
[DrRuggeiro@gmail.com](mailto:DrRuggeiro@gmail.com)