

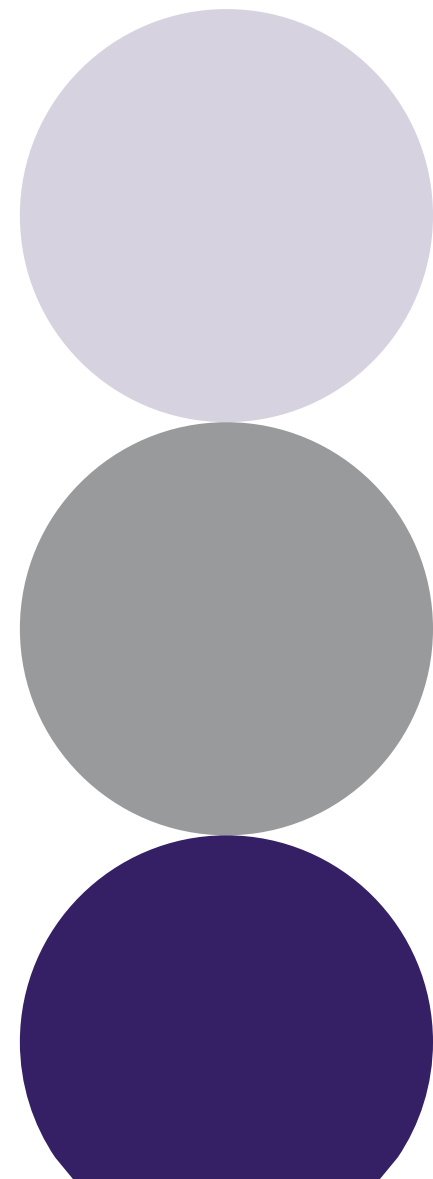


AMERICAN ACADEMY
OF OPHTHALMOLOGY®

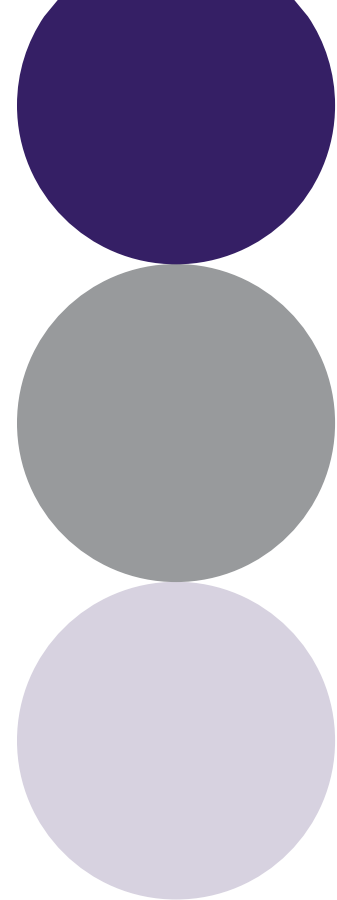
Protecting Sight. Empowering Lives.®

Operations in a New Reality

Albert Castillo, CEO San Antonio Eye Center
OOSS Member Services Director



The Re-opening Plan



AMERICAN ACADEMY
OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.®



Where are you and Why?

- Those that have laid off all employees.
- Those that opted to furlough all employees.
- Those that kept all employees.
- Those that opted to do a combination of both of these.

Most important item for consideration is not which option you chose that was best for you, but rather the impact that plays in your returning to work.





Reopening

- With Re-Opening your Practice or ASC it comes with many variables to consider.
 - What is your local government saying?
 - What does your state government say?
- How do you do so safely?
- How do you protect staff and physicians?
- How do you protect patients?





Re-Opening

- Office preparation and phone calls
 - In person exams
 - Telemedicine
 - Drops and supplies
- Testing staff prior to reopening
- Office workflow
 - Temperature checks
 - Who comes in the office
 - Spacing
 - Schedules
- PPE
- Scrubs
- Volume

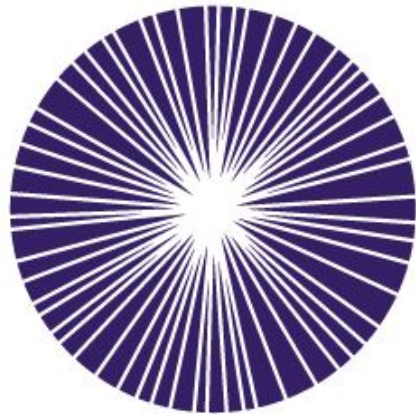




Post Re-Opening

- Now that you are open, what next?
 - How to handle patients that don't want to comply with your safety guidelines.
 - How to handle staff or physicians that get sick?
 - How to pick up the slack when this does happen
 - Expect the unexpected
 - It is ok to say and acknowledge that you don't know, as a matter of fact, none of us really do.
 - Be prepared for change, today might look different than tomorrow.
- All with hopes that one day things will be somewhat normal again.





AMERICAN ACADEMY
OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.