



Your New Patient Journey...



Here at K Malyn Opticians, we understand that the current situation has been a testing time for everyone, but we also need to ensure we are able to provide as well as possible your eye care.

That is why we have been working to redesign the way we operate so that we can welcome you back as safely as possible.

Every single decision we have made and steps we have taken has been with a focus on the safety of you and our colleagues. We understand that things may feel different to your usual Opticians visit, and that you may be concerned, so here is some information on how your new visit will look and feel.

If you have any symptoms of Covid-19/Coronavirus, please let us know as soon as you can; do not attend the practice and follow the government guidelines around self-isolation.

Appointments available...

- We would request that you call us to discuss your eyecare needs and we can book an appropriate appointment for you in advance. We can offer appointments to see an optometrist but also for the collection of spectacles, repairs and general enquiries.

On the day of your appointment with your Optometrist

- Between 9 and 10am in the morning of your appointment, our optometrist will call you to discuss your symptoms, reason for visit, general health and medications, this will help us to tailor your examination more appropriately and minimise your contact time at the practice.
- Before you depart for the practice, we ask where possible that you...
- Have already visited the lavatory as we are unable to offer this facility at the practice.
- Bring with you a face mask/face covering if you are able.
- Bring with you your own pen where possible!
- Bring a payment card if any payment is required as we are unable to accept cash or cheques.
- Attend on your own, where possible



Entering the practice..

As you enter the practice we will provide hand sanitizer for you to use and we may take your temperature to ensure it is safely below 37.5 deg c.



We ask that you respect the need for social distancing within the communal areas of the practice and ask you to be patient if you are asked to wait or queue before you are attended to.



Within the practice..

Sanitizer will be available for your use as you enter the practice, and again as you leave..



For your safety all staff needing to be within 2m of you will be wearing the appropriate recommended PPE.

We hope the above ensures that you can rest assured when visiting that every step has been taken to ensure your safety as well as our staff. This is our top priority as we begin reopening our doors and return to providing you with the same standard of eyecare that you have been used to. If you have any questions at all regarding our new practice experience, please do not hesitate to contact us.