



Dear Wills Eye Patient,

We are enormously proud of our team of doctors, nurses, and staff who have been working tirelessly during the height of the Covid-19 pandemic. We have been able to keep our patients and Wills team completely safe, while providing the most complex eye care available in the region. We have implemented many safety measures throughout our facility under the guidance and recommendations of our federal, state and local governments. These efforts are designed to assure the highest level of safety and care for our patients and our Wills Eye team.

Beginning on May 11, 2020, we are entering a new phase of COVID response and expanding beyond urgent-only care. To that end, please note the following guidelines and protocol that will take place before and on the day of surgery.

1. You will be called multiple times before your surgery (see #7 below). The day before your surgery you will be called with a time to arrive at the hospital. Please do your very best to be on time. This is very important to keep your experience optimized and the hospital care as efficient as possible.
2. You and your guest are invited to bring your own mask. Cloth is acceptable. If you do not have a cloth mask, we will gladly provide masks for both of you.
3. Upon arrival, please park in the garage attached to Wills Eye Hospital. You will park on the 7th floor of the garage. You and your guest will be greeted by a parking attendant who will direct you where to park on the 7th floor. The 7th floor is for surgery patients only.
4. Once at the Wills Eye Hospital entrance on 7th floor, you will be greeted by the Wills team and asked screening questions. You and your guest will have your temperature checked and masks checked or provided. Please provide a cell phone number for you and your guest.
5. We are following the governmental regulations and recommendations related to social distancing. We are asking everyone to be separated by no less than 6 feet. This practice is extremely important and will limit the number of people in our waiting room and lobby. You and your guest may be requested to wait in the car (if you drove) as we prepare to take meticulous care of you during your very important surgery. We will strive to keep the wait time as brief as possible.
6. The cell phone numbers that are provided are very important. Telephone calls and texts will be one of the primary ways the Wills team will communicate with your guest throughout your stay with us.
7. Phone Calls you will receive before the day of surgery:
 - A Wills Eye team member will call you to collect key information so that we can pre-register you prior to surgery. This process will decrease your wait time and the entire time you are with us.
 - The team member will ask you for all your vital information, name, date of birth, driver's license, address and so on. Please have your driver's license available.
 - The team member will then ask you about your current active health insurance information. It will include both your primary and secondary insurances. Please have your insurance cards available.



- The team member will discuss with you any copay and deductibles amounts that may be due and how we can process them for you. This process will reduce your time and increase the efficiency of your stay at the hospital.

Our goal is to make your planned surgery proceed smoothly without a need for delay or cancellation.

If you have any questions about your upcoming care, please call us at 215-928-3100 or email us at Surgery@willseye.org.

We look forward to providing you the outstanding surgical care for which Will Eye Hospital has been known for almost 200 years. Now, more than ever, our motto "Skill with Compassion" is our guiding principle. Thank you for the confidence, understanding and partnership in safety and the pursuit of optimal health.

Sincerely,

The Wills Eye Team