

# COVID-19 Guideline to Urgent Care



In an effort to support our clinics during the COVID-19 pandemic, FYidocitors|Visique is providing the following guidelines for triage and provision of urgent care. Ultimately, the optometrist involved in the patient's care remains the authority on whether a patient's condition requires urgent care and the timing associated with their provision of care. As a result, coaches and staff should consult with their optometrist if there are any questions.

## EMERGENCY (Within 24 hours)

- **Eye injury**
  - fast moving or sharp object
  - chemical injury
  - foreign body in eye
  - corneal abrasion
- **Sudden double vision or drooping eyelid**
- **Red painful eye** (Caution: only after Optometrist phone triage and approval)
  - same day if accompanied by any of the following
    - nausea                      -cloudy/opaque cornea   -discharge (green/yellow)
    - contact lens wear      -blurred/foggy vision
- **Shadow in vision or curtain in vision**
  - (usually in one eye)
- **Sudden loss/change of vision or visual field**
  - may present as a distortion or blurry
  - spot (in one or both eyes)
- **Painful eye with sensitivity to light**
- **New onset flashes of light and/or floaters**

## URGENT (24-48 hours)

- **Red eye with the following** (Caution: only after optometrist phone triage and approval)
  - tearing                      • dry
  - itching                        • watery
- **Pupil abnormality**
- **Worsening double vision**
- **Urgent post ocular surgical follow-ups**
- **Glasses broken and patient is no longer able to**
  - Complete tasks related to their job
  - Operate a motor vehicle
  - Care for themselves or those dependent on them

## Tele-Optometry Candidates (if available)

- **Lumps and bumps on lids**
- **Sudden redness to white of eye with no other symptoms**
- **Emergency or urgent referral from physician**
- **New onset headaches**
- **Red eyes with tearing, itching, dry or watery**

## BOOK AN EYE EXAM (15-30 days\*)

- **History of condition such as**
  - Diabetes
  - Glaucoma
  - High Blood Pressure
  - Age related Macular Degeneration(All cases should be reviewed by the optometrist)
- **New onset headaches with no other symptoms**
- **Eye strain**
- **Gradual change in vision either up close or far away**

\* Depending on availability and provincial and regulatory requirements at the time