

IRIS | COVID-19 Triage Guidelines

In an effort to support our clinics during the COVID-19 pandemic, IRIS the Visual Group 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 if a patient's condition requires urgent care and the timing associated with the provision of care. As a result, managers, opticians and staff should consult with this optometrist if there are any questions. ***Prior to scheduling an appointment, patients must complete and successfully pass the COVID-19 pre-screening. Where possible and within regulatory requirements, optometrists may elect to assess and manage patient cases by phone.***



EMERGENCY

(Within 24 hours)

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



URGENT

(24-48 hours)

- Lump or bump on the lid
- Red eye with the following:
 - tearing
 - itching
 - dry
 - watery
- Blood visible on the white of the eye
- New onset headaches
- 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



BOOK AN EYE EXAM

(15-30 days*)

- History of condition such as:
 - Diabetes
 - High Blood Pressure
 - Age Related Macular Degeneration
 - Glaucoma
 - (All cases should be reviewed by the optometrist)
- Eye strain
- Gradual change in vision either up close or far away

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

If a patient is confirmed to be COVID-19 positive, or does not successfully pass the COVID-19 pre-screening, the optometrist must ensure that they have the appropriate personal protective equipment to provide care (ex: N95 face mask, gloves, protective eyewear, gowns etc.). The patient should wear an N95 face mask at all times. If this personal protective equipment is not available it is recommended that the optometrist refer the patient to an appropriate care facility.