

LION Eye Group Strives for Highest Level of Patient Care and Safety Protocols in Preparation of Opening after COVID-19

April 20, 2020

LION Eye Group, an alliance of successful optometrists on Long Island, New York, has been taking this time out of the office to be sure the re-opening of their offices comes with protocol to ensure the highest level of protection and safety. During the COVID-19 disruption, most LION offices have been closed except for cases of urgent care. The number one priority for LION Eye Group is the safety of its patients, the staff, and the doctors. To that end, most LION staff was furloughed prior to the mandate of non-essential business closures.

During this time, LION doctors have been strategically working as a team through daily video conferencing, collaborating on everything from how to take care of employees to how to continue high level patient care and customer service with which they have built their brand.

Investing in their business may seem counterintuitive when many businesses are concentrating on just keeping their doors open, but LION members are committed to accelerating their business through technology. Its recent purchase of Weave, a smart phone system that unifies data and all channels of communication onto one platform has allowed LION OD's to keep patients informed during this uncertain time. It has also allowed LION practitioners to evaluate patients remotely, minimizing exposure to the patient, staff, and doctor.

Eyefinity, an EHR system is currently being executed company wide. LION is collaborating with a medical billing company to offer Eyefinity training to LION furloughed employees. Dr. Lori Landrio, Cofounder and Chairman of the Board states, "Offering our employees a new skill was important to us. We wanted to not only prepare them for returning to the office, but better position them for future opportunities."

Strict protocol that exceeds CDC recommendations has been implemented for all LION offices as they prepare to open for regular business during May. Limiting the traffic in the office will require careful orchestration as LION practitioners balance the needs of the patients with the safety of all. Telemedicine will be a critical component moving forward.

James Vena, Interim CEO and Chief Operating Partner of LION Eye Group stated, "It is clear the actions we take today need to make us a stronger, and more versatile company once we get to the other side of this pandemic. The investments we are making in technology and the employees who use it demonstrates the commitment LION has for placing the bar higher than the rest."

About LION Eye Group

Lion Eye Group's mission is to maintain an accessible, exceptional and consistent level of optometry care to its patients through a structure of meaningful organizations who strive to bring superior quality, value, and safe practices to doctor, patient, and the healthcare system through collaboration, cost reduction and accountability while serving as first level guardians of eyecare.

Our commitment is vision, our vision is prosperity

<http://lioneeyegroup.com/>

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