



Optometrists & Opticians Board

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Optical Practices during Circuit Breaker period

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Frequently Asked Questions

1. Can the optical shop remain open when there are no appointments made for the day?

The optical shop may remain open but it shall **only** attend to customers with prior appointments. Entry into the optical shop must be visibly closed with a notice “By Appointment Only” displayed conspicuously at the entrance.

2. Should we turn away walk-in customers? They might need simple repair jobs like tightening of spectacles or nose pads.

All customers are required to make an appointment before visiting the optical shop, including for the purpose of simple eye wear repair jobs. Practitioners are **not** allowed to attend to any walk-in customer.

3. Should we allow walk-in customers who claim to need urgent eye care?

Any person who approaches the shop claiming to need urgent eye care is to be **re-directed** to the emergency department of a hospital. This is because during this period, optical shops will not be performing close contact eye examinations necessary for managing urgent eye care. To facilitate such redirection without needing to have contact with the person, clear notices should be put up at the shop entrance.

4. How do we deter walk-in customers/ non-urgent service request?

Entry into the optical shop must be visibly closed with a notice “By Appointment Only” displayed conspicuously at the entrance. A contact number, email address or social media address should be displayed together with the notice so that customers who present themselves at the shop can contact the shop’s personnel to make appointments.

5. Can I sell contact lens/ contact lens solutions to walk-ins?

No. All optical shops shall **only** attend to customers based on appointments. This includes customers who wish to buy repeat contact lens/solutions.

6. My customer is outside my shop without appointment. Can we take appointment on the spot?

Yes. The customer will need to call the shop and make an appointment on the spot. Details of the customer including the purpose of visit, its urgency and health declarations must be fully documented over the phone before the appointment is confirmed. If the customer’s requested service is non-essential, the appointment must be deferred to a later date after the end of the circuit-breaker period (i.e. after 1 June 2020).

7. Is it mandatory to measure every customer's body temperature when s/he enters the shop? What other information about the customer must be obtained before entry?

The following must be done before allowing customer entry:

- (a) Temperature screening with the temperature <37.5 degrees Celsius
- (b) Confirm health declaration by the customer to have no symptoms, no contact history with any ill persons and no travel history, all over the past 14 days. This declaration must be first verbally captured during appointment making.
- (c) Ensure the customer is wearing a mask
- (d) Confirm contact details captured during appointment making.
- (e) Require the customer to sanitize his/her hands with a hand sanitizer.

8. What other precautions should the optical shop staff take?

Please refer to the detailed precautionary measures in the attached guidelines.

In addition, the number of staff and customers present **at any time** must be kept to a minimum (preferably 1 staff and 1 customer only).

All shops are required to have a system that logs their workers' entry into, and exit from, the shops. Employers are encouraged to use the digital check-in application called SafeEntry for this purpose. More information on SafeEntry's deployment at work premises can be found at go.gov.sg/safeentry.

(Disclaimer: This FAQ provides specific guidance to practitioners in optical shops and is not intended to be exhaustive. All practitioners are to refer to the attached guidelines as well as websites of relevant authorities (e.g. MOH, MTI, NEA, MOM) for more information and guidance on the circuit-breaker measures)