

To our patients:

We are closely monitoring the rapidly changing developments brought about by the Coronavirus and continue to take every precaution to ensure that our patients and staff are protected. Our office will resume regular business hours as of May 4<sup>th</sup>, with the following changes to ensure your safety:

- **Schedule:**

We will continue to operate on our regular schedule. Any questions or concerns may be addressed by calling our offices or contact us via our website contact page.

- **Patients with Symptoms:**

In the event that a patient or family member has symptoms related to those associated with the Coronavirus (cough, shortness of breath, fever) we ask you to not come by our office. Please contact us so that we may postpone your next visit to an appropriate time.

- **Extra Family Members at Appointments:**

As a temporary measure, we ask that you limit anyone accompanying the patient inside the office to one extra person, and only if necessary. We know this is contrary to our usual recommendation of bringing a significant other to your appointment, but as a temporary measure, it is best to have only the patient come in to the office. We also kindly request that patients coming in wear a protective mask for the safety of our staff.

- **We will continue Curb-Side Care for “Walk-In” Service:**

We ask that you call from the parking lot to drop off your hearing aids. Please respect our office policy of “by appointment only”, as we will not be accepting walk-in patients. By following the above procedures this will limit the number of public gatherings to less than 7 people in the office at any time.

- **Ongoing Schedule and Appointments:**

We will continue with normal business hours for the time being. Normal business hours could change based on the situation and progress in our community. If you would like to reschedule an appointment please contact us at your earliest convenience.

- **Temporary Reception Room Changes:**

We will be removing communal items that may be touched by multiple people throughout the day such as books, magazines and toys.

- **Measures We Are Taking:**

We are staying current with CDC guidelines and updates. Our facility is cleaned and disinfected throughout the day. In addition to this we are taking extra measures and adding additional disinfectant wipe-downs to commonly touched areas. Our staff will be wearing gloves and protective masks for your safety.

In closing, the safe care of our patients is of the utmost importance. All of us are surely hopeful that the Coronavirus event will pass soon. We look forward to seeing our patients again and wish you all good health.