



Hearing, Speech & Deaf Center

Welcome Back to the Audiology Clinic

Our department is working towards reopening in the midst of COVID-19, and safety is our priority. We are working to reschedule canceled appointments. Please be patient during this time as we are working to create policies that allow for the highest quality and safest service possible.

We are currently open on a limited, appointment-only basis for all services, including hearing aid checks and supply pick-ups.

Before Your Visit

If you cannot attend your appointment, please notify our office within 48 hours of your scheduled appointment. **If you are feeling unwell on the day of your appointment, notify us as soon as possible and do not come to HSDC.**

Please be advised that we are trying to minimize exposure and contact for your safety and ours. All paperwork will be sent and completed via email or fax prior to the appointment.

Patients are asked to come to their appointment alone if possible. We are allowing a maximum of one guest, if necessary. Guests must be at least 15 years old. All patients and guests will be asked health screening questions about symptoms they may or may not have experienced in the past 14 days. These questions are based on [Centers for Disease Control and Prevention \(CDC\)](#) recommendations.

In order to provide services as soon as possible, you may be offered an appointment with a different audiologist than you have seen in the past. If you prefer to see a specific audiologist, the wait time for an appointment may be longer.

Services

All services are by appointment only. There are no walk-in services at this time.

Curbside Troubleshooting

Some hearing aid services can be provided without you in the office. If you are more comfortable waiting in your car or dropping off your devices, please inquire about curbside services.

In-Person Appointments

Please note that although we are taking the highest safety precautions available, you will be entering the building at your own risk. Appointment start times will be staggered, appointment durations have been reduced, and the waiting room has been closed to allow for adequate physical distancing in our office. It is strongly encouraged that you are unaccompanied. If necessary, you may bring one guest.

You will be called at the start of your appointment time and will be instructed to enter the building. Please do not enter the elevator until you are called. You will then receive a screening prior to the start of your appointment.

Hearing Aid Supplies

Our office is able to mail supplies to your address of choice. Please confirm your mailing address and allow 2-3 business days for your package to arrive. Shipping fees will apply. If you are comfortable with coming to HSDC, we can arrange a scheduled curbside pick-up. Please be advised that slots available for supply pick-ups are currently limited.

Interpreters

Interpreters will be provided via video (Zoom, Teams, etc) or phone call in an effort to minimize the number of people in the room.

Late Arrivals and Cancellations Policy

Please be advised that our late policy will be strictly enforced. If you are 10 minutes late, your appointment will be rescheduled. If you arrive early, please wait in your car or outside of the main entrance until you are called.

If you cannot attend your appointment, please notify our office within 48 hours of your scheduled appointment. No exceptions will be made.

Personal Protective Equipment (PPE) and Infection Control

Staff

Do not be alarmed by our protective gear. Our staff will be wearing face masks and shields, gloves, and medical scrubs. This is to keep everyone as safe as possible!

Clients and Guests

We miss seeing your smiles, but due to the virus, wearing a mask is required at all times while in the building.

FACE COVERING OPTIONS



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Temperature Checks

All staff will receive temperature checks prior to arriving at work each morning. If staff have a temperature of 100.4 degrees or higher, they will not report to work that day.

Clients and their guests will also have their temperature checked before entering the waiting room. If a client or anyone in their party has a temperature of 100.4 degrees or higher they will be unable to continue their appointment and will be required to reschedule.

Surface Sanitation and Testing Booths

After each visit, testing equipment, chairs, and surface areas are thoroughly sanitized and prepped for the next patient. All surface areas will be cleaned after each appointment with an EPA registered disinfectant. HEPA air filters are in sound booths to ensure adequate air flow in those spaces between patients.

Thank you for your patience as we are all striving to keep you safe! We look forward to your next appointment!

Contact HSDC Audiology

Phone (Voice): 206-323-5770

Email: clinics@hsvc.org

Fax: 206-328-6871