

Hello —

As we all do our part to minimize the impact of COVID-19 in our community, we want to reassure you that Iowa Audiology is here to continue serving you and your family—though in different ways than usual.

Until further notice, all services are **temporarily** located in our Coralville office. Please see below for your options:

If your hearing aids need to be repaired or cleaned-and-checked, then please package them and include a note with your name, phone number, what is wrong with the aids, and whether you would like them returned by mail or if you will come by to pick them up. You can then deliver them to us in one of these three ways:

- **By Mail:** Mail your hearing aids to our Coralville office (Iowa Audiology, 1006 5th Street, Suite 100, Coralville, IA 52241). An Audiologist will clean, check and repair your hearing aids as needed, then ship them back to you.
- **Drop-off:** Leave your hearing aids on the shelf by our door in the entryway of the Coralville main building entrance. Since office hours might vary during this time, you will want to call ahead and make sure the building is open for drop off. Make sure to label the aids with the patient name, or contact name (if different from the patient name), phone number and what repair or maintenance is needed. We have also provided cards, pens, and plastic bags on the shelf for this purpose. An Audiologist will clean, check and repair your hearing aids as needed, and then we can call you to pick them up on the shelf or we can mail them back to you.
- **Curb-side pick-up:** Call the office to verify office hours and when an Audiologist will be available to help you. Once you arrive in the parking lot, you can call us from your car, and someone will come and get the hearing aids then the Audiologist will clean and check or repair them and bring the hearing aids back out to you, or we can mail them back to you.
- **Troubleshooting by Telephone:** Call the office, and we can schedule a time for an Audiologist to call you and see if they can help you troubleshoot or clean your hearing aids over the phone.

If you have questions or needs beyond repairs or cleaning, then a tele-audiology appointment might be right for you. A tele-audiology appointment takes place via video chat. Please call us to discuss this option for care and, if it meets your needs, we will walk you through the steps to set up your smartphone, tablet or computer.

Thank you for your patience during this difficult time. We are earnestly committed to you and your hearing health. To help us keep you informed of our services, especially as we are allowed to reopen, may we have your email? To share it with us securely, please complete the “Contact Us Today” form on our website at www.iowaaudiology.com; just indicate you are interested in updates in the “Message” field. We will not share your information with anyone else.

In the meantime, we want to work with you to make the best of this situation, while maintaining a healthy distance between us. The number to call for our Coralville office is Iowa Audiology 319-338-6043 or 1-800-227-0156.

We look forward to seeing you again, face-to-face, as soon as we can.