

Hello -

We at Iowa Audiology want to thank you for your patience and support as we navigate the changes that COVID-19 has presented. We have really missed seeing you all in person in our clinics!

We are pleased to announce that we are able to start seeing patients in our Coralville, Mt. Pleasant, Washington and Muscatine offices and are open for curbside services in these offices as well. We will have updates on services in Tipton and Sigourney in the near future.

Rest assured that we are working within CDC guidelines and taking every precaution to ensure that our patients and staff are safe in our office. The health and safety of our patients and staff are of the utmost importance to us.

In addition to our already high standards for cleanliness and safety, we have implemented some additional measures to keep you safe.

1. You may notice that things look a little bit different in our offices as we have added some physical barriers and rearranged to encourage social distancing.
2. We will continue to offer services curbside and through the mail as much as possible.
3. We will continue to use telehealth (video appointments—very easy for our patients to use via email), phone consultations and our catalog of how-to videos to send in helping with cleaning or use of your hearing instruments.
4. We will NOT be offering walk-in services at this time. All patients entering the clinic must have a scheduled appointment. This is to ensure we have control of the overflow of patients into the office, sanitation time between patients and the necessary staffing in place to ensure those that have appointments will get the services that they need.

#### **If you have an appointment scheduled in our clinic:**

1. Screening questions will be asked prior to your appointment and your temperature will be taken when you arrive. If you do not pass the screening, you will be rescheduled.
2. Please wait in your car until your appointment. Please call the office when you arrive, and someone will come out to escort you into the clinic.
3. Everyone entering the clinic will be asked to wear a mask that covers the mouth and nose. Providers will also be wearing masks and other protective equipment.
4. Please do not bring any additional people to your appointment. Exceptions can be made for patients needing assistance. Other guests will be asked to wait in the car.
5. You will be asked to use hand sanitizer or wash your hands when you enter the clinic.

We greatly appreciate your understanding and cooperation with our policy. As you know, this is to protect you, your families and ours. It is also in place to protect those that come into our office that may be at a higher risk if they contract the COVID-19 virus.

We are all looking forward to seeing you again.