

Thank you for trusting Wolfe Audiology with your hearing needs. Your trust is valuable to us.

We are consistently monitoring the public health concerns due to the outbreak of coronavirus disease or COVID-19. COVID-19 is a newly identified respiratory virus that can spread easily. It has been reported to share several symptoms with influenza but is treated differently.

We understand you may be worried, perhaps frightened, about COVID-19. If you are scheduled for or need a hearing appointment, please know that we are taking many precautions to reduce the risk of exposure in our facilities to serve your needs as much as possible during this time.

If you experience COVID-19 symptoms – fever, cough or shortness of breath – we are requiring you to postpone your visit by calling us at (866) 642-8142. In addition, please reschedule if you:

- **Are experiencing any flu-like symptoms with cough or fever, OR**
- **Have been in contact with anyone who has a confirmed or suspected coronavirus infection within the last 14 days, OR**
- **Or a family member has traveled outside the country or taken a cruise in the past two weeks**

In efforts to continue to provide care during this time, we will be alerting all patients of the above requirements prior to their appointment, as well as:

- Screening patients for underlying symptoms upon arrival
- Restricting access within our locations to the patient and only one accompanying person
- Identifying patient flow updates to allow for less crowded clinic areas
- Removal of items in office that may compile germs, i.e. magazines, refreshments, toys etc.
- Regular cleaning and disinfectant of equipment, reception and waiting areas
- Encouraging social distancing at all locations
- Updating protocols and providing regular staff education

As always, we will treat your concerns with respect and ensure that you receive the best care in the safest way possible.

Remember to take steps to keep yourself healthy: Wash your hands; avoid touching your face; and practice appropriate self-care, including staying home when you are sick.

We are committed to meeting your needs throughout the current situation and beyond. As this situation continues to evolve, we will stay on the forefront to ensure the impact on our patients is a top priority.