

## 07/13/2020 COVID-19 Update:

To our patients and friends, in order to still accommodate your hearing healthcare needs, keep our team and patients safe, and in effort to follow current social distancing recommendations and help flatten the curve, the following changes are effective immediately:

- We are OPEN to see patients in the office AND are continuing to offer the following services for our patients who do not wish to come into our office at this time: Device repair drop off and pick up, curb-side service for supplies or device cleanings, and different telehealth options (see below for descriptions). We are able to be reached by phone at 863-646-3277 or email at [info@aspirehearing.com](mailto:info@aspirehearing.com) for scheduling appointments.
- We are NOT permitting walk-in appointments at this time. Please call 863-646-3277 to schedule an appointment first.
- A mask is required for your appointment per the City of Lakeland. Thank you for your understanding and cooperation of this mandate.
- Device repair drop off and pick up - Please call our office if you are in need of a repair or troubleshooting appointment. We will coordinate with you to either receive the problem hearing aid or pick up your repaired device.
- Curb-side service - We are more than happy to provide device cleanings or repair services from the comfort of your vehicle. If you would like your device cleaned and checked or need to drop off or pick up a repair, we will be happy to pick up or deliver them to your car. Please call ahead so we can have your items ready when you arrive.
- If you are in need of supplies such as batteries, domes or wax guards, we would be happy to deliver them to you in a “drive-through” manner from our parking lot or mail them to your home. Please call ahead so we can have your supplies ready.
- Telehealth - Would you like a consultation, need an adjustment or have questions that our audiologist can answer over the phone/video chat? Telehealth consultations can be done to review hearing treatment options with you in the safety of your home. Also, many of our hearing aids allow us to make adjustments remotely from our computer while you remain in the safety of your home. Call us to find out if your hearing aid is capable of remote adjustments.
- If you are experiencing any COVID-19 symptoms, including cough, fever, and shortness of breath, kindly reschedule your appointment until your symptoms have subsided.
- Patients who are ill will not be seen at this time. This includes illnesses unrelated to COVID-19.
- We encourage patients who have underlying health conditions or who are 60+ years of age to consider staying home unless absolutely necessary until further notice for their own protection. If unsure, please consult with your primary care physician by phone.

Thank you for your continued trust in our office. As always, we look forward to helping you with your hearing healthcare now and into the future.