



*An Important Notice
from the Professionals at
[Clinic Name]*

Dear <<FirstName>>,

As I'm sure you're aware, precautions are being put into place nationwide to decrease the transmission and spread of the COVID-19 (Coronavirus). We are deeply concerned about your overall health, and want you to know that during these times, we are still **open, available, and Coronavirus ready** to help manage your hearing loss. Here's what we're doing to protect you:

- **We are a hearing healthcare clinic and do not schedule sick patients to visit our office.** We have taken additional precautions such as **scheduling all appointments with significant time gaps between them** to ensure you do not come in contact with other patients (and to give us ample time to clean and sanitize our spaces between appointments). Our appointments are still one-on-one and patient focused to specifically minimize any risk to you. **You will, in all likelihood, not see anyone other than our staff members while in our office.**
- To simplify device cleaning, reprogramming, and repair, **we're offering a safe drop box for you to deposit your hearing instruments into without traveling too far into our clinic.** This should give you the service you need while still minimizing your potential contact with others during the next few weeks.
- If you are a patient taking advantage of **Tele-Audiology** compatible devices (smart hearing instruments that can be reprogrammed via the internet rather than in-person), **we will continue to schedule times to remotely reprogram your hearing aids so you don't have to leave your home.** If you're unsure if your hearing instruments can be reprogrammed over the internet, contact us directly and we'll advise you.
- If your hearing instruments require batteries instead of featuring a rechargeable option, **we recommend forgoing a visit to the grocery store or supermarket. We carry all major brands and sizes of hearing aid batteries at market rate,** so you can purchase your batteries in our clean, safe office with minimal chance of exposure to the outside world.

As always, your health and safety is the most important thing to us. If you have questions regarding any of this information, or would like to discuss your hearing health, please don't hesitate to contact us at **(XXX) XXX-XXXX**. We look forward to continuing to help you on your hearing journey now and in the future, and wish you the safety, health, and happiness in the upcoming weeks.

Yours for better hearing,

[Provider Name]
[Credentials]