

*In the know with*



*'Tis the Season for Sound at Doss Audiology!*

WINTER 2020

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## HOLIDAY OFFICE CLOSURES

- Christmas Day, December 25
- Moving Days (Schertz Only)  
December 29-31
- New Year's Day, January 1

## NEW YEAR, NEW LOCATION!

Doss Audiology's Schertz location is getting a new home! We are moving just 1.4 miles down Schertz Parkway towards John E. Peterson Blvd (FM78). We will be in the new construction complex directly in front of the Woodbridge neighborhood.

We will begin seeing patients in the new office on January 4th, 2021. Our Schertz office will be closed from Tuesday, December 29 to Friday, January 1st for the move. You will still be able to reach us by phone or at the Floresville location. Thank you for your patience during this transition. We cannot wait to start the new year in our new space!

**NEW  
YEAR...**

**NEW  
LOCATION!**



Doss Audiology & Hearing Center

***New Location!***  
**645 Woodland Oaks Dr.**  
**Ste 350**  
**Schertz, TX 78154**

Even though we may be at a new location, we will still be providing the same great level of service and attention. Hearing aid cleaning and troubleshooting will still be offered as a drive-up service. Turn to page 2 to find out more about our COVID protocols.

## COVID UPDATES

Our office has strived to take precautions to protect our patients and employees from the spread of COVID-19. We have altered our arrival protocol, extended our hours, provided PPE to our staff, and instituted curbside clean and checks for hearing aid patients.

Here are some reminders about our new COVID protocols.

1. Our waiting room is closed so please call upon arrival.
2. Masks are required for anyone 5 years old and older, and it must cover your mouth and nose.
3. To limit the amount of people in the office at one time, companions are limited to 1 other person.
4. We will take your temperature upon entering the building.

If you have any questions about our new protocols, feel free to give us a call. We appreciate your cooperation protecting each other.



## *Ask the Expert:* HOW TO MANAGE HEARING LOSS, HEARING AIDS, AND MASKS

While masks can help protect ourselves and others from spreading COVID-19, it has posed challenges for those that have hearing loss and hearing aids. Masks not only muffle speech, but they take away the visual cues that so many people rely on. **Solution:** There are some masks that have a built-in clear panel around the lips to help restore visual cues.

Hearing aids can help emphasize speech even when someone is wearing a mask, but some voices might still be challenging to understand. **Solution:** Some of the compatible iPhone hearing aids may have a mask mode that has been added into the hearing aid app. Ask your audiologist if your hearing aid has that option and don't forget to update your apps.

Struggling with hearing aids, a mask, and glasses all sitting behind your ear? **Solution:** We recommend switching to a mask that ties behind your head instead of around each ear. Alternatively, there are new rechargeable custom devices that fit completely in the ear, so masks do not interfere. These in-the-ear hearing aids can also now stream directly from your iPhone! Ask your audiologist for more information.



[www.starkey.com](http://www.starkey.com)

*"Winter is not a season, it's a celebration."*  
~ Anamika Mishra

### EXTENDED HOURS

We have temporarily extended our office hours for both locations to allow for additional sanitization between patients. We are now open from 8 am to 6 pm, and closed for lunch from Noon to 1 pm.

### DR. DOSS IN SCHERTZ

Due to our new schedule and COVID precautions, Dr. Doss is currently only seeing patients at the Schertz location. Don't worry, the awesome Dr. Z is ready and willing to take care of our Floresville patients! Read more about Dr. Z below!

## Audiology Corner:

### DOSS AUDIOLOGY PARTNERS WITH AID THE SILENT TO PROVIDE HEARING AIDS FOR KIDS

This summer Doss Audiology partnered with Aid the Silent and the Ear Institute of Texas to help provide hearing aids to 17 deserving kiddos! For some children, these were their first pair of hearing aids. We were so thankful to be included in this project and help give the gift of hearing.

About 2-3 children per every 1,000 in the US are born with hearing loss in at least 1 ear\*. In some cases, hearing loss can be genetic so if you're having concerns about your child's or grandchild's hearing, give Doss Audiology a call. We see all ages!

\*Centers for Disease Control and Prevention (CDC).  
Identifying infants with hearing loss - United States, 1999-2007.



Stay up-to-date with the latest news and happenings at Doss Audiology by visiting our Facebook page at [www.facebook.com/dossaudiology](https://www.facebook.com/dossaudiology).

## Meet Dr. Z!

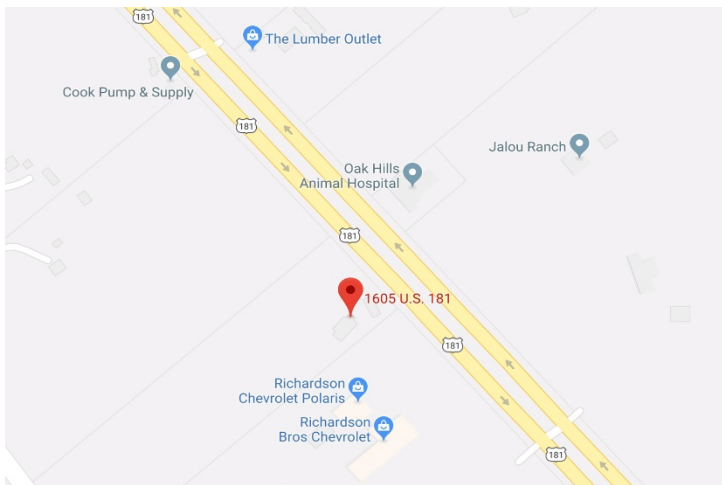
Have you met Dr. Zamarripa? She joins our practice with a wide range of experience, including cochlear implant mapping, diagnostic hearing testing, and hearing aid selection and programming. She also completed her audiology residency at the prestigious Mayo Clinic in Minnesota. Dr. Z is a San Antonio native and is enjoying being back home! She loves going on adventures with her 2 corgis. Dr. Z sees patients in Floresville Tuesday through Thursday and on Fridays in Schertz.



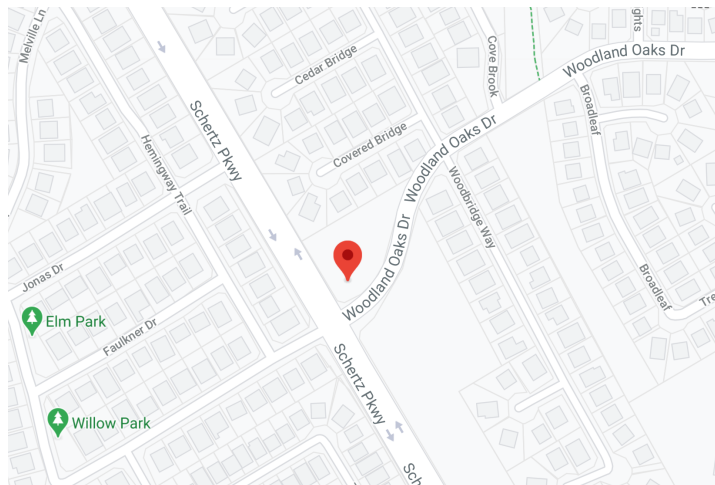




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**SCHERTZ- New Location!**  
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