

In the know with



We're All In This Together SPRING 2020

IN THIS ISSUE:

Our Response to COVID-19
Drive Up Service
Communication Tips from Dr. Doss
Telehealth Options
COVID-19 Clinic Procedures
Heroes Work Here!

COVID-19 HOURS

- **Schertz Office:**
Monday- Friday 9am to 5pm
 - **Floresville Office:**
Tuesday & Thursday 8am to 4pm
- Both offices close from 12-1pm for lunch*

OUR RESPONSE TO COVID-19

At Doss Audiology & Hearing Center, we understand that hearing is essential. That is why even during these uncertain times surrounding COVID-19, we have done our best to support our patients. For the health and safety of our valued patients and staff, that may mean remote services and options to serve from afar while the world practices social distancing to slow the spread of the Coronavirus. We temporarily suspended in-office services on March 24th and have been monitoring the COVID-19 situation closely. During this time we developed a plan for safe re-opening including proper sanitization measures and personal protection equipment. Thank you for your patience and support during this unprecedented time.

Beginning May 4th, we will officially resume in-office services, but with specific infection control and precautionary measures to keep our patients and staff safe. Please take a moment to review our new clinic procedures in the following pages of this newsletter. We are also outlining some new service options for patients that are not able to or not comfortable leaving their homes at this time.

Please keep in mind that some manufacturers and vendors are operating with reduced staff so processing and repair times may be temporarily longer than normal.

Thank you for being such loyal, amazing patients!

DRIVE UP SERVICE

In an effort to minimize contact and protect our staff and patients, we began drive up hearing aid service in March! As we all adjust to our “new normal” we will be conducting all Clean & Check visits as drive up.

Simply call the office upon arrival and one of our staff members will come to your vehicle to retrieve your hearing aids. The devices will be cleaned, checked, serviced and then brought back to your vehicle! You can also get supplies, batteries, and schedule your next in-office visit all from the comfort of your vehicle.

No appointment is required for drive up service so stop by today!



Audiology Corner: TIPS FROM DR. DOSS



COVID-19 COMMUNICATION TIPS

Are you having trouble understanding people now that everyone is talking through masks? You are not alone! Face masks muffle and decrease the volume of the speaker's voice. Some patients also report they have concerns about their hearing aids falling off due to wearing masks behind their ears.

Dr. Doss recommends the following:

1. Try using face masks with a clear window to allow for lip reading. These masks can be made at home or purchased through www.safenclear.com.
2. Tie on masks vs. the type with elastic loops allow for more space behind the ears.
3. Make sure to check for your hearing aids each time you remove your face mask.
4. Try the use of a remote microphone accessory to amplify a companion or speaker's voice.
5. Have your hearing aids cleaned and checked to make sure they are in good working order.
6. Encourage communication partners to speak more slowly to allow time for information processing.
7. Placing a tissue under the top of your face mask can help prevent your eye glasses from fogging.

*"Imagine the greatness
this world would know
if kindness were as
contagious and
enduring as the
common cold."*

~ R. Goodrich

TELEHEALTH OPTIONS

We can still accomplish a lot from afar! Patients just need a smartphone or computer and internet access to use these services.

Available Options:

1. Remote programming adjustments for many makes and models of hearing aid.
2. Video or phone consultations for hearing aid assistance or troubleshooting.
3. Hearing aid tutorial videos available on our website and Youtube page.

COVID-19 CLINIC PROCEDURES

1. PHONE SCREENING

Everyone entering the building must be verbally screened for COVID-19 symptoms.

2. WAITING ROOM CLOSED

Patients will call our office upon arrival to check in and a staff member will let you know when your audiologist is ready to see you.

2. FACE MASKS OR FACE COVERING REQUIRED

All patients and companions must wear face coverings in the building. We can provide a mask if necessary.

3. TEMPERATURE CHECKS

Every patient and companion will have their temperature taken upon entry to the building.

4. MAX 1 COMPANION

Patients are restricted to a max of 1 companion to appointments. No exceptions.

5. FEWER APPOINTMENTS PER DAY

To minimize the amount of people in the office and allow proper time for cleaning and sanitizing between patients.

Browse our hearing aid tutorials
by visiting www.dossaudiology.com
and selecting the **Hearing Resources** tab.

From the Front Desk:

HEROES WORK HERE!

Our staff and audiologists have been coming in daily to serve our patients through drive-up care, performing emergency hearing evaluations, processing repairs, supply orders, and providing telehealth and remote care. We understand that your hearing is important so we have been doing our best to continue service safely.

We do want to take a moment to thank our team who are also husbands, wives, mothers, caregivers, and HEALTHCARE HEROES!

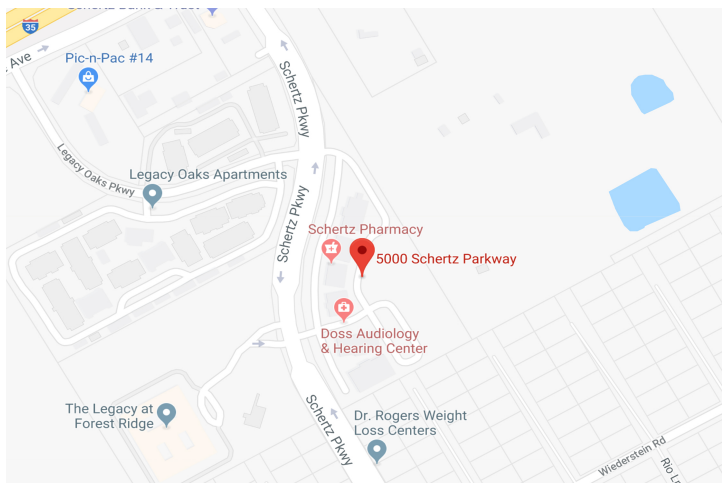




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