

CORONAVIRUS/COVID-19: ACCESSING NCAL HEARING AID CENTERS

**FOR URGENT CARE, APPOINTMENTS OR MEDICAL ADVICE
PLEASE CALL YOUR LOCAL HEARING AID CENTER**



THESE IN-PERSON SERVICES ARE
NOW AVAILABLE:

- Hearing tests
- Hearing aid consultations
- Hearing aid orientations
- Check-up appointments



CALL TO:

- Schedule or re-schedule an appointment
- Confirm a time for walk-in/curbside service
- Return hearing aids
- Order supplies or pay for batteries

[HEARING AID CENTER LOCATIONS HERE](#)

ARE DROP-IN/WALK-IN APPOINTMENTS AVAILABLE?

Yes; however, in order to maintain social distancing and limit exposure in our clinics and parking lots, we ask that you please call first to confirm a time frame to "drop-in." We are happy to take care of any hearing aids via curbside services or dropped off for repairs and/or adjustments. Curbside services are available at select locations; please confirm arrival instructions by phone with your Hearing Aid Center.

HOW DO I RESCHEDULE A POSTPONED APPOINTMENT?

Patients who were postponed due to the shelter in place mandate have been rescheduled based on specific county reopening schedules. If you are ready to be seen by your Audiologist and do not have a confirmed appointment, please call your Hearing Aid Center.

ARE TELEPHONE/VIDEO (VIRTUAL) APPOINTMENTS AN OPTION?

While some appointments require that you come in-person, we will conduct many hearing aid consultations and check-up appointments virtually to minimize the potential spread of COVID-19. Some requested adjustments may be made via telehealth. Please confirm with your Audiologist if this option is available to you.

I'M HAVING TROUBLE HEARING WITH MY HEARING AIDS. WHAT DO I DO?

There are various things you can do at home to troubleshoot the issue:

1. Check that your batteries are charged (rechargeable) or fresh (standard batteries)
2. Check wax guards, domes, and filters to ensure they are all clean

Click [here](#) for additional hearing aid troubleshooting information. If the issue persists, please call your Hearing Aid Center to schedule a telephone or video appointment visit.

HOW DO I GET SUPPLIES FOR MY HEARING AID(S) (e.g., BATTERIES, DOMES, WAX GUARDS)?

You may pick up supplies in-person at the Hearing Aid Center or request that they be mailed to you.

WHAT ARE YOUR SAFETY REQUIREMENTS AND SANITIZATION PROCEDURES?

Anyone who enters the clinic is required to complete the COVID-19 screening process, including screening questions, temperature check, and hand sanitization. Masks are required to enter the facility; please do not wear gloves. All surfaces (e.g., reception, booths, etc.) are being cleaned after each patient leaves.

CAN I BRING SOMEONE WITH ME TO MY APPOINTMENT?

For patient and staff safety, visitors are limited. One caregiver may come with you, as needed.

To help us manage the number of people in the clinic at any given time, please arrive **on time** to your appointment.

www.kphearingcenters.com

As of June 22, 2020