

## Click Hearing Audiology services during the COVID-19 pandemic

### What you need to know.

Throughout the COVID-19 pandemic lockdown, audiology services have been highlighted as an essential service.

Following recently issued guidance from our professional bodies and in accordance with guidance from Gov.uk and Public Health England (PHE) we can open our clinics for those in need of hearing care services.

Where possible we will offer remote solutions to minimise the number of visits necessary to the clinic. If a remote solution is not possible, we are able to offer our services for face to face appointments for those in essential need of audiology and hearing care.

To comply with the latest guidance on social distancing and safe working in a clinical outpatient setting, we have modified the way we work. Your safety and the safety of the team are our highest priority.

We have taken the following additional precautions to help minimise the spread of COVID-19:

- Increased frequency of cleaning for waiting areas and examination rooms.
- Scheduling appointments so that there is adequate time between clients for additional cleaning
- minimise the number of people in the clinic and or waiting areas at any one time so that 2m social distancing can be observed.
- Strict observation of 2m social distancing between patients and staff in waiting areas and in clinic rooms, unless necessary for clinical procedures.
- Best practice hand hygiene, for all staff and patients. Hands must be washed or sanitised with gel frequently and before and after appointments. You will be asked to either wash your hands or use hand sanitizer upon entering the clinic or waiting area.
- The use of PPE during clinical procedures where 2m distancing is not possible. Your audiologist will be wearing a face mask appropriate for your treatment, gloves and apron for certain procedures. You will also be given a surgical face mask to wear if you do not have your own.

Before confirming your appointment booking you will be asked the following questions:

- Do you or anyone in your household have COVID-19?
- Do you have a new, continuous cough?
- Has there been any recent change to your sense of taste or smell?
- Do you have a high temperature (37.8 C or over)?
- Does anyone in your household have a new, continuous cough or a high temperature?

If you have answered yes to any of the questions above PLEASE DO NOT ATTEND for an appointment, you should self-isolate and follow NHS COVID-19 advice. Contact us again when you no longer have symptoms or use our remote care services if applicable.

If you feel that your need for an appointment is not essential at this time, then please consider rebooking once the current measures have been relaxed or there is further advice from the government. Please only attend if there is an essential audiological need, that is if there has been a recent change in your ability to hear which is having a significant impact on your life.

### What you need to do.

1. Please arrive 5mins before your appointment but remain in your car or outside the clinic until the time of your appointment.
2. You may need to wait outside if there are too many people in the waiting room (we will try and minimise this occurrence by spacing out our appointment times), one of our team will guide you.
3. Please observe 2m social distancing in communal areas.
4. We would prefer that you attend alone for the appointment. However, if this is not possible or if you require support it must be a person from the same household.
5. For paediatric appointments only one parent or caregiver to attend with the child.
6. When entering the premises, you will be provided with hand sanitiser or asked to wash your hands at a designated sink.
7. We will provide you with a surgical mask to cover your mouth and nose, or you may bring your own if you prefer.
8. If you need to cough or sneeze, please use the tissues provided or into your elbow.
9. Please avoid touching display items or other items whilst in the clinic. We are unable to offer drinks or the use of toilet facilities currently.
10. Our preference is for payments to be made by card.
11. Please wash or sanitise your hands before leaving the building.

Services that we can offer remotely, to reduce the number of visits to the clinic:

- Hearing aid repairs by post or drop off
- Supply of batteries and wax guards
- Hearing aid follow up and fine-tuning appointments online, over the phone or video call, if possible.
- Hearing aid advice over the phone or video call
- Replacement of lost hearing aids or hearing aid upgrades for existing clients
- Services that we can offer in clinic, with the appropriate use of PPE
- New Hearing aid assessments
- Hearing aid fittings
- Hearing aid follow up, repairs and servicing
- Diagnostic hearing tests for ENT
- Paediatric hearing tests for ENT
- Ear wax removal
- Vestibular testing
- Tinnitus assessments

If you need to reschedule an appointment, please call us on 0800 6121345

Thank you for your patience and understanding during this time and as always thank you for allowing us to assist you with your hearing healthcare needs.