



Dear Patient,

The world and our nation are locked in an unprecedented fight against an invisible enemy. The COVID-19 pandemic has required federal and state government to take unprecedented steps to stop the spread of the disease. As professionals, we must balance the needs and safety of our patients, the community, your family and our business. **We will continue to monitor the situation and make operational changes as required.** However, below are a few of the considerations as we make these challenging decisions:

- Any patient with significant hearing loss **MUST** be able to communicate effectively, especially during a pandemic.
- Anyone who currently depends on a hearing aid for effective communication and needs a repair for a non-functioning device is considered to have an urgent/emergent need.
- If it becomes necessary to help someone with an urgent/emergent need, we will follow the CDC's guidelines for control and prevention.

#### Guidelines to Control the Spread of COVID-19

- Limit in-person contact. In-office appointments limited to patients who require urgent/emergent one on one service. Non-urgent service appointments will be conducted curbside where available. **ALL** appointments must be pre-scheduled. **NO UNSCHEDULED WALK-IN SERVICE ALLOWED.**
- In-office contact will require the use of personal protective equipment such as masks, gloves and/or eye protection. **Patients will be required to wear a mask and will be pre-screened for recent illness, travel, quarantine or exposure.**
- All surfaces coming in contact by patients will be cleaned and sanitized after each appointment.
- Hand washing and the use of hand sanitizers will be encouraged whenever possible.
- Staff is required to report any illness or possible exposure immediately and will not be allowed to work per CDC guidelines.

We are committed to serve you as best we can during these difficult times. We are focused on safely providing the hearing aid services our patients require. Remember, often we can help answer questions or troubleshoot with just a brief telephone consultation. So, please call (952) 426-1913 with questions about our services and with any hearing issues. Until we see you again, please be safe and stay well. God Bless!

Sincerely,

A handwritten signature in black ink that reads "Mark Allison". The signature is fluid and cursive.

Mark Allison, President  
**ALLSound Hearing**  
(952) 426-1913