



The health and safety of our clients and our staff have always been and will remain our number one priority. With the onset of Norval Coronavirus (COVID-19) and the rapidly changing environment and spread of this virus we have made the difficult and yet responsible decision to begin limiting our practice.

Our patients are being notified of this strong action to suppress the possible spread of COVID-19 in our community and we will continue to monitor this situation. We have since also taken the necessary steps to thoroughly clean and disinfect the facility.

**We would like to remind everyone to be socially responsible and take the following precautions to minimize the risk of transmission:**

- Avoid public spaces and larger gatherings of people- leave 6 feet of personal space between you and others- no handshakes
- Restrict your interactions with people over the age of 60 or with underlying health conditions including diabetes, heart or lung disease or weakened immune systems
- Wash your hands often with soap and water or use a hand-sanitizer that contains at least 60% alcohol
- Stay at home if you are sick- if you have to go out for treatment wear a facemask
- Cover coughs and sneezes and again wash your hands thoroughly
- Clean and disinfect surfaces or frequently touched areas daily

The virus is thought to be spread from person-to-person contact (within about 6 feet of each other) and through respiratory droplets produced through coughing or sneezing from an infected individual.

If you have any of the following respiratory or flu-like symptoms, please **CALL** your Primary Care Provider or Walk-In Clinic for more information: fever, cough, shortness of breath, headache, runny nose, sore throat. **Please note that we do not have the means or the resources to test for this virus.**

As of this notice, we have started to limit our patient contact to urgent/emergent appointments only and will begin to use some Telehealth communications between our providers and patients.

We have also made the decision to cancel/postpone all elective surgeries until further notice. We will assess these restrictions every two weeks as we continue to monitor changes and recommendations from the CDC, Department of Health, the Governor and other professional organizations with regards to COVID-19.

We do have staff in the office on limited schedules to field any questions or concerns that you may have. You may reach us by calling 360-671-7530. We will return your call during normal business hours or the following morning.

We thank you for your continued support and patience during this very trying time and wish you and your family safe health.

Libbie Shell Au.D.

Jessica Maassen Au.D.

Gretchen Freudenheim Au.D.