



We hope this notification finds you and your family doing well and staying healthy. The last several months have certainly been unprecedented and we understand the toll this has taken on everyone in the community and beyond.

The health and safety of our patients and staff remains our number one priority and has required significant changes to the way that we clean and sterilize our office and how we are able to communicate and see our patients.

**Fortunately, we are now back to our normal business hours with face-to-face visits in our clinic.** This is due to our success as a community in flattening the curve, in compliance with State and local mandates. Our ongoing success, however, will require further vigilance to avoid recurrence. Below you will find the regulations that will allow us to continue to expand our services safely.

**You must call for an appointment to be seen in our office and request that you follow these guidelines:**

- All individuals in the clinic will be asked to wear a mask that always covers the nose and mouth within the clinic
- One additional individual will be allowed to accompany the patient if needed such as a family member, caregiver, interpreter, etc.
- All individuals must maintain proper social distancing requirements within the waiting areas and check-in
- All individuals will be encouraged to wash their hands with soap and water or use alcohol-based hand sanitizer before and after their appointment
- 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, loss of taste or smell and do not present to the clinic, but call to cancel your appointment.

We do have staff in the office for scheduled appointments with our audiologists and to help answer any questions or concerns you may have over the phone. You may reach us by calling **360-671-7530** during **normal business hours** which are:

Monday: 8:30AM–5PM

Tuesday: 8:30AM–5PM

Wednesday: 8:30AM–5PM

Thursday: 8:30AM–5PM

Friday: 8:30AM–4PM

**We thank you for your continued support and patience and truly look forward to seeing all our patients beginning the week of May 18<sup>th</sup>.**

Libbie Shell Au.D.

Jessica Maassen Au.D.

Gretchen Freudenheim Au.D.