

Greetings Patients,

We successfully opened our office on June 1, 2020. We have followed state, local and national guidelines for safety in medical practices. We began with a gradual, "Phase-In" protocol which has been successful. We are happy to announce that our current practice load of scheduling patients is just about back to pre-COVID-19 levels.

Unfortunately, this virus is still with us, and most likely will be for quite some time. Therefore, we continue to operate in the safest processes to keep our patients and ourselves safe. We are so grateful to those patients that have come to our office this summer for following our protocol and respecting our goals.

We are pleased to announce that **FULL AUDIOLOGY, HEARING AND BALANCE** diagnostics are now available. We are no longer triaging patients with more critical needs and all patients can now be seen in a timely manner.

Be prepared to answer honestly the following questions:

1. Have you had a fever, cough or shortness of breath?
2. Have you been exposed to someone known to have COVID-19?
3. Have you had a fever in the past 7 days?

If the answer is yes to any of these questions, you will be referred to your primary care provider who will determine the need for COVID-19 testing. You WILL NOT be seen in-person at this time if it can be avoided.

Creating the Safest Possible Environment

We are applying the following measures for your safety:

- Universal masking. All health care providers and staff will be wearing masks.
- All patients **must** wear a mask. We ask that you supply your own mask. NO bandannas.
- Patients will wait in their cars until called to come in. Only the patient is allowed in the office. No family or healthcare aides will be allowed to accompany the patient.
- The restroom in our office is for staff only. We do not have the personnel available to properly sanitize it for our patients. Plan accordingly.
- Healthcare providers will wear gloves that will be changed between patients.

Again, our goal is to continue to provide our patients the safest environment for care, as well an equally safe place for ourselves during this difficult time. We ask for patience and kindness in moving forward.

Thank you,

Sally Fodero

Mark Fodero

Belinda