Control Number: 50664

Item Number: 81

Addendum StartPage: 0

In an effort to comply with social distancing recommendations, we have made the decision to postpone all in-office visits (i.e., face to face appointments) through April 3, 2020. For the safety of everyone, we believe this is the right thing to do, for right now.

How does this impact patients of Kos/Danchak Audiology & Hearing Aids?

* Please note, *this is a temporary measure.*

* We will be rescheduling all in-office appointments for the next two weeks (March 23rd through April 3). We will re-assess the situation and provide an update by April 4th.

* For the time being, we will still have staff in the office to continue to provide a high level of remote care and service. There are many ways that we can help over the phone and/or via email, and we may also be able to use FaceTime to talk through troubleshooting procedures. In addition, some of the newer models of hearing aids have the capability to be programmed remotely. A patient would need to contact our office via phone or email to see if their hearing aids are compatible and to set up a time to meet remotely with an audiologist.

We are updating our website and social media pages, adding videos to help during this time.

* If a patient needs any supplies, They can call (**817 277 7039**) or email (***northtxhearing@gmail.com***) us and we will mail them right away.

* If a patient's hearing aids are in need of repair, they have the option of mailing them to us with an explanation of what needs to be examined or, we will have a drop box available outside of our office during business hours. Once received, we will check the hearing aid(s) and call the patient to let them know what needs to happen next.

* If the hearing aids have recently gone in for repair, once we receive them, we will check them in, make sure everything is working properly, and then call the patient to determine if they would like the aids mailed to them or to pick them up from the dropbox area.