

Phonak

Covid action plan

The following suggestions are provided regarding the latest COVID-19 information available as of March 19, 2020. Please use your clinic's guidance or the most restrictive of the two for scheduling, seeing scheduled or walk-in patients, and waiting room procedures. Please always follow the CDC's most current recommendations as this document may become outdated

For Automated Phone System message

"To minimize the spread of COVID-19, please let our staff know if you or anyone in your home has cold or flu-like symptoms including any of the following: fever (over 100.4 F), cough, difficulty breathing, taking a medication for fever in the past 48 hours, travel in the past 2 weeks to a high-risk area, or known contact with a COVID patient.

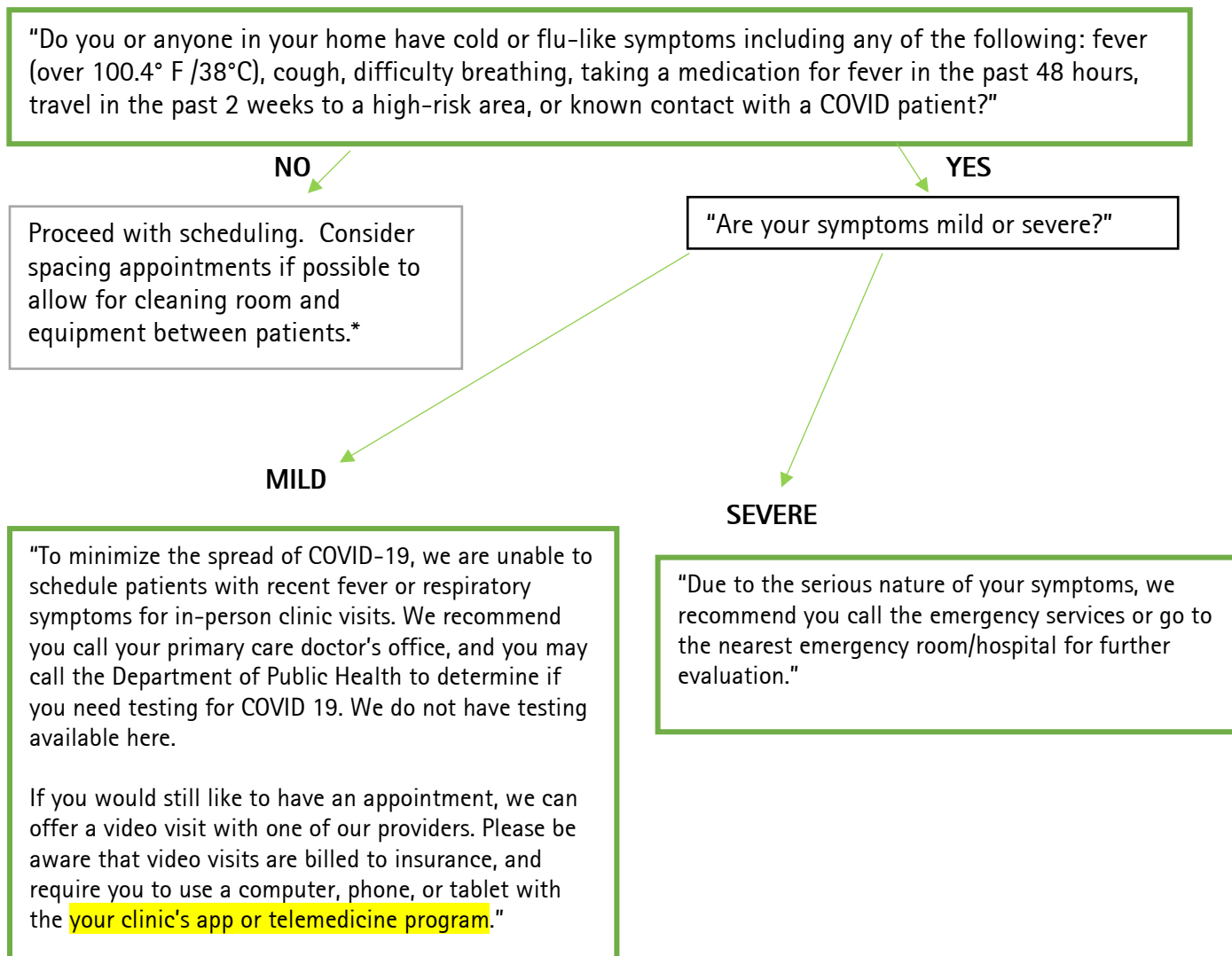
If you have severe respiratory symptoms and high fever, you should go to the emergency room for further evaluation and call the department of public health.

If you have answered yes to any of these questions and your symptoms are mild, the Centers for Disease Control recommends self-quarantine for 14 days and we would ask you to delay scheduling an appointment until after quarantine. It might be possible to schedule a video visit with one of our doctors for advice or if you have further questions.

Please stay on the line to speak to the next patient care representative.

Scheduler/ Front Desk/ medical assistant: Phone calls for appointment confirmation or patient appointment requests (If your facility is open and seeing patients)

"Prior to scheduling your appointment, we are asking all patients a few additional questions."



*Consider asking patients to wait in their vehicle when they have arrived for their appointment and calling their mobile phone when they are ready to be seen. You could also consider limiting the family members/caregivers that accompany the patient into the office when possible.

Front Desk/ Medical assistant in clinic

On arrival or walk in: Some clinics have a policy for patients to call from their cell phones for screening on arrival before being allowed in the waiting room.

"Do you have or anyone in your home has cold or flu-like symptoms including any of the following: fever (over 100.4 F), cough, difficulty breathing, taking a medication for fever in the past 48 hours, travel in the past 2 weeks to a high-risk area, or known contact with a COVID patient?"

NO

Proceed with visit as usual, except no hand shaking

Keep your distance during all consultation, as you would with any patient during this time. Minimize close contact to the fitting/removal process and practice best practices in Lyric infection control. See separate document.

YES

"Are your symptoms mild or severe?"

MILD

"To minimize the spread of COVID-19, we are unable to see patients with recent fever and respiratory symptoms for in-person clinic visits. We recommend you call your primary care doctor's office, and you may call the Department of Public Health to determine if you need testing for COVID 19. We do not have testing available here.

If you would still like to have an appointment, we can offer a video visit with one of our providers. Please be aware that video visits are billed to insurance, and require you to use a computer, phone, or tablet with the **your clinic's app or telemedicine program.**"

SEVERE

"Due to the serious nature of your symptoms, we recommend you call emergency services or go to the nearest emergency room/hospital for further evaluation."

Additional measures at clinical sites

- All magazines will be removed from waiting rooms
- All toys will be disinfected and stored until the clinical situation improves
- Staff, patients, and providers are discouraged from shaking hands

Signage

- Notification sign should be posted on the OUTSIDE of the door advising patients to inform staff of the screening question symptoms, put on mask if they have cough, etc
- Signs posted at front desk and waiting area about no hand shaking

Alternative solutions for common Lyric issues

- Lyric can be removed by the patient (consult the Lyric User Manual or the Lyric Patient Video). Lyric should be disposed of or sealed in the plastic clamshell or other sealed compartment. If a patient still needs assistance, the use of facetime or other video conferencing can be used to guide him/her in removal
- If the patient has a back up set of hearing aids, have them wear those until it is feasible to see them.
- If there are no back-ups and the office has loaner devices, consider programming and delivering them via drop off.
- Assure patient that if they are without Lyric for a time until they can be seen, you and Phonak will support them with their subscription and extend if necessary.