

Phonak

Lyric and COVID-19 FAQs

We understand that in these times we are all trying to find solutions for taking care of our patients in the best possible manner. The unique characteristics of Lyric and its distribution, also require us to understand that flexibility is the key to taking care of our patients. See below for some ways that we are supporting you and your patients' current Lyric journey.

How can I handle my new trials that may still be outstanding?

We recommend you sign up for the automatic e-mail notification in ALPS to get a weekly overview e-mail of patients in trial and patients nearing renewal. Please review the document called Fitting Guide Target 6.2 Lyric (especially pages 16-17 if you are not currently signed up for instructions on how to get signed up.

Currently in Target 6.1 and 6.2 you have the ability to extend the trial by 10 days. Should you need longer than that please contact Lyric Customer Support so we can implement that extension.

If you have a patient in trial that is experiencing discomfort and they need a refresher, you can refer them to our Patient Video on the Phonak.com website, paying most attention to minutes 9:00-10:20.

What do I do if my patient's trial becomes an active subscription before I can see the patient to cancel it in ALPS?

Phonak is accepting cancellations and full refund of trials that went into active subscription status without the patient's consent due to lack of contact with you.

How can a replacement happen if my office is closed or the patient is unable to come in?

In the case that your office is closed (or client cannot come to the office), a patient may not be able to get his or her replacement. Please inform the patient to remove the device. In these instances, an extension to the subscription will be possible. Please alert Lyric Customer Support as soon as possible for these extensions.

Will this have any effect on maintaining my consignment inventory?

Our production sites in Vietnam and Stäfa are still up and running, hence our normal processes to provide stock are still in place.

Should you know you will be closing your clinic for a period of time, please contact Lyric Customer Support, so that we can turn off your Lyric inventory shipment. Once your clinic is opening again we will be happy to turn the replenishment back on.

Is it safe to receive stock that was produced in Asia?

Yes it is safe – All of our employees work in a safe controlled environment

The incubation time for the COVID-19 on hard surfaces is less than the time it takes to ship to Phonak and then to you.

Are there changes in the fitting process of Lyric in light of COVID-19?

Should you see a patient for Lyric fittings, replacements or removals, best practice standards are still in place for use with the Lyric device:

- Wash hands thoroughly and then use alcohol gel before and after every patient
- Use single use devices as intended (one for each ear)
- Dispose of in a bin/trash can that has a covered top that can be opened by a foot pedal
- For reusable specula use one specula per ear, per patient
- Clean Specula with the ultrasonic cleaners for at least 10 minutes or as per recommended time with medical detergent added to the water (This metal specula can also withstand auto clave cleaning if this is available on site)
- Clean the insertion/ removal tool by washing with hot water and soap then with an alcohol wipe between each patient or with an ultrasonic cleaner with a medical detergent added to the water (The insertion/ removal tool can also withstand auto clave cleaning if this is available on site)
- Wipe all hard services with alcohol wipes between patients

Additional steps to take in office

- Make sure hand cleaning facilities are available on arrival in the waiting room for clients and these facilities are clearly signed (black text on yellow background)
- Regularly wipe down all hard services in waiting areas with alcohol wipes
- Ask every client on arrival to fill out a form to confirm that they are not under quarantine
- Check they have not returned from a high risk country in the last 14 days
- Check they have not come into contact with others who have returned from a high risk country in the last 14 days
- Minimize time that clients have to wait in the waiting room- possibly have patients call when they arrive and wait in their vehicle until you are ready. Then you can call for them.
- Wear a mask if you have a cold
- Leave doors open and do not touch 'things'.
- Remove magazines from coffee areas and waiting rooms

Remember that these guidelines should not supersede any more restrictive guidelines placed on your clinic, your town or your state by the government or the department of public health in your country.

Phonak will strive to update you if guidelines change over time.