



It's an uncertain and unprecedented time for us all, as citizens of the Greater Pittsburgh area.

The continually developing situation with COVID-19 has undoubtedly been on all of our minds, so we wanted to share with you what we are doing to serve you during this time.

We believe that *hearing well* is key to *living life well*, especially in a time of crisis like this, so 3 of our offices will remain open. We are asking Allison Park patients to visit our North Hills location temporarily during this time. Allison Park is scheduled to reopen in April. If you need assistance with your hearing, please [contact us](#) to discuss your situation and make an appointment. In abundance of concern for your health and that of our staff, we are instituting the following policies until at least April:

- Scheduling buffer: All appointments have a 15 minute before and after buffer to ensure only one patient is in the office at a time.
- We are offering car-side service for any appointment type that allows it, where we will meet you outside at your car to retrieve your hearing aids and then bring them back to you when they are ready to go - if you are interested in this service, just ask when you are calling to make or when we confirm your appointment. This is also available for the purchase of supplies, batteries, etc. you may need.
- If your hearing technology and corresponding app are working properly, we can remote troubleshoot any issues you may be having. If this is something you are interested in, please let us know when calling to schedule your appointment.
- All Walk-In Cleaning Clinic hours are postponed temporarily - please call to schedule a cleaning appointment.

Within each of our office locations, we are also implementing the following procedures and guidelines:

- Thoroughly sanitizing all surfaces in between appointments in treatment rooms during the appointment buffer
- Regularly sanitize all surface areas in the waiting room and bathroom fixtures
- No shaking hands or hugging patients - we love you, but we will save that for another time!
- Where possible, keep doors open so fewer hands touch door knobs (weather dependent)
- Keeping hand sanitizer in the waiting room
- Sterilize/discard all magazines and other material in the waiting or treatment rooms
- Washing hands as frequently as possible
- Staying home if any of our staff or their family feel sick

We wish you health and some tranquility during this time. We have been serving this community for over 32 years and are grateful for the opportunity to continue to care for you.

Stay well,  
Your Team at Swift Audiology Offices

3/18/2020