

**Barkley Speech Language and Hearing Clinic**  
**Audiology Clinic COVID-19 Patient Procedures (Summer 2020)**

**In-house Patient Procedures** (patients who will come into the building for services):

- Call from your car in our parking lot to get checked in.
  - Patients will be asked the COVID-19 screening questions by the staff as part of the check-in process, provided the patient can hear well enough to answer the questions. (See COVID-19 Screening Questionnaire)
- Providers will go out to the car and escort their patients into the building when they are ready.
- Providers will stop at designated patients screening area and take temperatures of all patients, and possible person accompanying the patient, entering the building.
- Patients will also be required to use hand sanitizer, which will be provided at the designated patients screening area.
- Wear a mask during their appointments – patients will be asked to bring their own; however, should they not have one, a mask will be provided to them to preserve our PPE.
- Patients should limit the personal items they bring into the building. Only those items that are necessary (e.g. medical devices, wheelchairs, etc.) will be allowed to come into the building with the patient.
- Limit extra family members – only 1 additional individual will be allowed to accompany the patient to their visit.
- Curbside services will be available if the patient requests this or the provider determines the service can be provided in this manner. See below for curbside procedures.
- Social distance in our lobby area – a patient and any individual accompanying the patient will be directed as to where to sit should they not be able to wait in their car for their appointment.
  - The waiting room has been modified to provide six different seating areas, which are a minimum of 6 feet apart from each other. The waiting room will be cleaned every morning and evening, as well as each seating area used will be cleaned in between patients. Patients will be directed to the appropriate seating area by the front office staff after check-in is complete.
  - Ideally, patients will wait in their car and wait to be escorted inside the building by their provider.
  - Spaces in the waiting room occupied by patients will be wiped down in between their use.
  - Custodial staff will clean the waiting room every morning prior to the start of the clinic day.

Should someone not pass the screening, they will be instructed to contact their physician or the Lincoln-Lancaster Health Department Hotline.

### **Curbside Patient Services:**

- Call from the parking lot to get checked in.
- Provider will bring a basket, with a paper towel liner, and go to the patient's car to receive their hearing aid.
- Provider will take the hearing aid only to the clinic and provide the appropriate services.
- Return HA to patient in a new, disinfected basket.
- Provider will then return to the clinic and disinfect both plastic baskets to be prepared for the next patient.

Patients will be sent a statement at a later date with the charges incurred during their appointment, as to minimize the interaction with our front office staff. If the patient needs to make a future appointment, please make the appointment yourself within the EMR. If you are unable to do that, please escort the patient to speak with the front office to schedule future appointments. However, if no other appointments need to be scheduled at that time, please escort the patient out of the building to their car (in-house patients). Should a patient need a future appointment, please send April an alert so they can be added to the wait list.

***Patients will not be seen for services in our clinic if they are not willing to abide by the above procedures.***