

## **IMPORTANT COVID-19 UPDATE**

May 21<sup>st</sup>, 2020

We have been working hard to make sure that we are ready for our patients to return for appointments. Starting **June 1, 2020** we will again see patients for hearing evaluations and regular service on hearing aids, such as cleanings and adjustments. **ALL SERVICE WILL REMAIN BY APPOINTMENT ONLY – NO WALK-INS.** We will continue to keep the front door locked, so please knock on the door when you arrive for your appointment. If you need batteries or filters, please call us at 302-478-4942 and those items can be mailed.

To be clear –

**PATIENTS WILL BE SEEN BY APPOINTMENT ONLY**

**THE FRONT DOOR WILL BE LOCKED TO MAKE SURE THERE ARE NO WALK INS – PLEASE KNOCK WHEN YOU ARRIVE**

**PLEASE PLAN ON ORDERING BATTERIES THROUGH THE MAIL OR OVER THE PHONE. WE HAVE ORDER FORMS AVAILABLE FOR YOU IF YOU WOULD LIKE TO PAY BY CHECK THROUGH THE MAIL**

**YOU WILL NEED TO BE ON-TIME FOR YOUR APPOINTMENT. WE ARE TRYING TO MAKE SURE THAT NO ONE IS WAITING IN THE WAITING ROOM SO IF YOU ARE EARLY FOR YOUR APPOINTMENT, WE WILL NOT ALLOW YOU IN TO THE OFFICE UNTIL WE ARE READY TO BRING YOU IN TO THE FITTING OR TESTING ROOM**

**IF YOU ARE MORE THAN 10 MINUTES LATE FOR YOUR APPOINTMENT, WE WILL HAVE TO RESCHEDULE YOUR APPOINTMENT**

We hope to be able to ease some of these restrictions at the State of Delaware moves to Phase 2 and beyond. We ask for your continued patience as we work to make sure everyone remains safe and healthy.

Michael A. Michelli, Au.D. FAAA  
Doctor of Audiology

March 23, 2020

Beginning March 24, 2020 Brandywine Hearing Center will reduce our hours and see patients with emergencies by appointment only. We urge our patients to stay at home during the next several weeks. However, we also recognize that being able to hear as well as possible during this time is vital to our patients. We will see patients for emergencies (i.e. a non-functioning hearing aid) and we will not see patients for non-emergencies (i.e. a hearing aid that needs some fine tuning but is working). This means **we do not want you to walk-in for services**. Please call us at **302-478-4942** prior to coming out. You may also email us at [brandywinehearing@gmail.com](mailto:brandywinehearing@gmail.com) and we will get back to you as soon as possible. If we do not answer, please leave a message with your name and phone number and we will call you back. Our phones will be monitored so we will return your call. Please wait for a return call or message so we may decide if an appointment is necessary. We are happy to mail batteries and wax filters to you. Again, please call us at **302-478-4942** to order as needed or if you have any questions. Please allow several days to receive your order as we may not be in the office every day. We want our patients and our staff to stay health and safe. Please help us by calling or emailing prior to coming out to see us.

Michael A. Michelli, Au.D. FAAA  
Doctor of Audiology

March 12, 2020

Brandywine Hearing Center has always made sure that the health and safety of our customers and staff is our first concern. Amid ongoing concerns about the Coronavirus (COVID-19), we are closely following the guidance of local, national and global health authorities including the Centers for Disease Control and Prevention (CDC) and ensuring our own actions address the current challenges.

We have always made sure that items and surfaces with which our patients come in to contact, such as desks and counters, are cleaned often. We are now making sure those surfaces are cleaned multiple times per day. We are making sure door handles and bathroom fixtures remain clean as well. We have always used disposable items like insert earphones for hearing testing and we are making sure that we closely monitor any other areas patients encounter, so they can be cleaned as well.

If you are scheduled to see us and you are not feeling well, please call us to reschedule. Our late cancellation fee (cancelling within 24 hours of your appointment) is suspended for the time being. If you have any other questions or concerns, please call us at 302-478-4942 or email at [brandywinehearing@gmail.com](mailto:brandywinehearing@gmail.com)

Michael A. Michelli, Au.D. FAAA  
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