

# SIGNATURE

## HEARING BALANCE<sup>PLLC</sup>

**979-250-1335**

We are often faced with challenges that require us to implement contingency plans to sustain our operations and minimize customer impact. The current COVID-19 (Coronavirus) situation is no different. We are closely monitoring the situation and are in touch with our vendors.

We, of course, also need to ensure the health and safety of our own employees, so we will continue to follow the guidelines and recommendations of the CDC as changes occur or should the situation worsen. We are having daily internal meetings to safeguard the well-being of our employees and customers and to develop plans for various scenarios to lessen any business impacts to you. We will continue to send additional communications to you as needed.

We are conducting screening questions (via phone and at the office entrances), to protect our staff and patients from any symptomatic patients. PLEASE do not come to your appointment if you or anyone in your household has had any of the following symptoms in the past 14 days:

- fever
- cough
- shortness of breath
- flu-like symptoms

UPDATE 3/15/2020: In order to limit exposure to employees & patients, we are reducing the number of appointments seen per day in order to be able to sanitize more thoroughly between patients and limit the number of patients congregated in waiting rooms. Staff will still be on hand to answer questions. If you have been sick or have had a fever in the past 14 days, we will not be able to accept you into the office at this time. Please call 979-250-1335 to schedule an appointment.

UPDATE 3/20/2020 @ midnight: Statewide mandate in effect: Every person in Texas shall avoid social gatherings in groups of more than 10 people.

- Because of this, if you have a scheduled appointment, we may ask you to wait in your car to ensure our office has fewer than 10 people at one time.
- We are also requesting that multiple persons do not accompany the patient to an appointment.
- We cannot allow walk-ins at this time. You may be able to be seen the same day in some instances, but you must call for a specific appointment time.

At our LaGrange office, since you are entering a main hospital entrance first, you will also be subject to the hospital's policies, including triage of symptoms and limited guests.

Thank you for your support and patience as we continue to navigate this evolving situation. Please understand that we are trying to keep everyone safe.