

NSAVL: NEWS & UPDATES

We Miss You and Look Forward to Seeing You Soon:

We hope that you are staying well and handling these unprecedented times while keeping in good spirits. It certainly is a challenge! It's been a few weeks since all of us at North Shore Audio-Vestibular Lab (NSAVL) have been in contact with you. We have a few updates.

Currently, we are only seeing patients with emergent problems. Beginning **May 4th**, we will start seeing routine hearing and balance care patients. We are dedicated to keeping you safe and will change our scheduling to limit the number of people in the office at any given time. There will still be strict adherence to CDC and state-mandated guidelines.

When you visit our office, you will see:

- We will be adhering to strict social distancing. We ask that you, as the patient, come alone to your visit unless you require assistance.
- When you arrive, we ask that you remain in your car and call our office at (847) 432-5555 to let us know. We will either invite you to enter at that time, will give you paperwork to complete in your car if applicable, or ask you to patiently wait until the "coast is clear".
- It is currently mandated by the City of Highland Park that masks be worn inside buildings, including medical offices. Patients **must** wear a mask in order to be seen. We hope you understand the need to comply with the Mayor's proclamation. The audiologists and staff members will wear masks, as well. Our focus is to keep us all healthy! As much as we would like, we are unable to supply a mask to you.
- There will be a line near the front desk and we ask that you stay behind the line until you are called. This is to maintain the 6-foot recommended distance.
- For new patients, you will be able to fill out most of the necessary forms online via the office portal. Follow our detailed instructions that we send to you by email (or mail). You will need to download, print, and complete several forms to bring to your visit. For those patients preferring to complete paperwork in paper form, we can mail them to you if there is sufficient time before your appointment, or you may complete this task in your car on the day of your visit.
- There is a possibility that we will have additional paperwork for you to complete when you arrive. This **will not** occur in the waiting room when other patients are present. We urge you to bring your own pen and #2 pencil. Should you forget, we can supply you with writing instruments and a wipe for cleansing.
- All rooms will be cleaned per CDC recommendations with disinfectants after each patient visit.
- We will continue to screen our patients who might be at risk or possibly have been exposed to COVID-19. When you make the appointment, and again when we confirm it, you will be asked if you have:

- traveled in the last 30 days
- a fever or chills
- shortness of breath
- a dry cough
- sore throat
- change in taste or smell
- been exposed to someone who has tested positive to COVID-19 (or with symptoms) within the past month

Anyone who answers “yes” to any of the above will be rescheduled for a later date. Please understand this is for your safety as well as for our other patients.

- We will continue our **curbside service** for hearing aid related problems. Please call ahead so that we can accommodate you in a timely fashion. Due to social-distancing, we please ask that you not come into the office without an appointment.

Did You Know?: Some Helpful Information!

- People with hearing loss find increased difficulty understanding conversation with a person wearing a face mask since facial expression and visualization of the lips are invaluable to communication.
 - **Bottom-line:** For as long as face masks are required, please speak louder and slow your rate of speech.
- For those of you wearing hearing aids, please be aware of the risk of the elastic earloops on the facemask possibly “pulling off” the hearing aid(s) when removing the mask.
 - **Bottom-line:** Remove the face mask slowly while being sure that the hearing aid doesn’t inadvertently fall off and become lost.
- Hearing aid research and technology continue to advance. Call and ask us about our **trade-in** program!
 - **Bottom-line:** Hearing is not a luxury; it is a necessity. Please know that we can address your hearing needs in our office environment, which is sensitive to the complexities of COVID-19. We are offering this trade-in program for the months of May and June. It is our way of promoting better hearing and providing cost savings to you during these financially challenging times.

We are a locally owned and a patient-oriented business that is *devoted* to your hearing and balance health care. These are trying times for all of us, but we are still available to you.

Like a good marriage, we are “hear” together for better or worse!

We miss seeing you!

We would love seeing a fun “selfie” of you *sheltering-in-place* at home. Of course, pictures including your pets are welcome! Please email us at info@nsavl.com. We will award a Starbucks gift card to the winning photo.

Stay safe and stay healthy!

Paul Pessis, Jill Meltzer, Debbie Milling, Tracy Murphy, Kristie Trester,



North  Shore
AUDIO-VESTIBULAR LAB

The Art of Hearing — The Science of Balance

[Visit Our Website](#) [Email Us](#)

Call: (847) 432-5555

