

Temporary 'Peace of Mind' Surcharge

Unfortunately, COVID-19 has brought a number of operational difficulties to Lisa Graham Hearingcare, as it has to many businesses. The nature of the professions means that maintaining social distancing guidelines, at times, can be impossible. Also talking to people who are hard of hearing whilst wearing a face mask is far from ideal!

Paramount is ensuring both staff and customers are kept safe, and appropriate precautions have been put in place to protect all.

Appointment booking

The process of booking appointments has been reviewed and revised so that calls are thoroughly triaged for COVID-symptoms and advised accordingly. The caller will also be advised of what to expect during the appointment, so they feel confident that they will be safe and best clinical practice is being applied.

A further phone call will be made on the appointment day, or the day prior, to again, check to COVID-symptoms have arisen, and the appointment is safe to proceed.

Administration

For microsuction, Consent Forms will be emailed out prior to the appointment and you will be asked to email your completed form or to bring with you at the appointment. This will help to minimise 'touch points' and contact during your appointment.

Appointment

At the start of the appointment, you will again be questioned for COVID-symptoms and may have your temperature checked. During the appointment appropriate PPE will be worn, and adequate time for donning and doffing of the PPE allowed. PPE used will vary depending on the procedure, but may include gloves, apron, face visor, Fluid Resistant Surgical Mask (FRSM). Each customer will be provided with a FRSM to wear where 2m social distance cannot be maintained.

The process of the appointment has been reviewed to ensure as much time as possible is spent at 2metres apart.

Hand sanitiser will be available for customer use in both the waiting room and the consultation room. In support of Government guidance, Catch It, Bin It, Kill It, tissues will be provided should they be needed.

Post Appointment

There will be a 15-minute interval between appointments. Vitally, this will provide time to thoroughly clean surfaces and equipment in both the treatment room and the waiting room. The card machine will also be disinfected after each use.

Throughout the day

Lisa will check her oxygen levels (some asymptomatic people report very low oxygen levels) and temperature (ensuring it is not higher than 38.1), to ensure she is safe to practice.

In taking these precautions additional costs have been incurred. Each face to face appointment will therefore now incur a £20 Peace of Mind surcharge, in addition to any treatment costs. The surcharge will be monitored and reviewed regularly but helps towards ensuring that it is still viable to offer face to face appointments.