

This unique time is making people with a hearing loss more aware of the challenges they have communicating and hearing what they need to. **Use this script as a guide** as you reach out to your database.

**SCRIPT:** Hello Mr./Mrs. \_\_\_\_\_, this is \_\_\_\_\_ with \_\_\_\_\_.

I've been thinking about you and wanted to call to see how you're doing. Many patients don't know they can reach out to us during this time for their hearing needs and I wanted to make sure you knew we are continuing to take care of our patients, and doing so in the most appropriate way to keep everyone safe. How are your hearing aids working for you? Any issues or concerns that we may be able to help you with?

1. Patient: *None at this time.*

Provider: Do you mind if I check in on you in a couple months? (If so, setup a time with the patient to call them back)

2. Patient: *Yes there are some things I could use help with...*

Provider: Let us see what is the best way to service you and get you scheduled:

If discussion is around telehealth or teleaudiology: If we could make this easy, convenient and safe for you would you this technology be something you'd be interested in?

As we've all adjusted over the last few months, our practice has become especially patient and sanitation focused above anything else. We're in the habit of practicing all recommended procedures as set down by the CDC, and are proud to offer our patients a clean, safe place to have their hearing health addressed.

Lets see when we can get you scheduled for an appointment to come in \_\_\_\_\_?