

## COVID 19 Information

Continuity of care service for patients fitted with Lyric during the Covid19 period.  
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Since the start of compulsory containment( 03/17/2020)to prevent the spread of the virus, most hearing aid laboratories have been closed.

Currently, in many clinics the lack of protective masks available to hearing care professionals does not allow laboratories to be opened under optimal safety conditions.

In addition, hearing-impaired patients using Lyric extended wear devices will have to replace their devices when they stop working, after approximately 2 months of use on average.

Without an alternative solution (conventional back-up devices), this risks worsening their social isolation creating difficulty in communicating with their loved ones at home, on the telephone or to listen to TV./radio

### Recommendations:

1 / When Lyric patients contact the laboratory by telephone or email, identify the risks of Covid-19 disease by asking about the patient's state of health:

- Have you been in close contact (less than one meter) with a person confirmed with the diagnosis of Covid-19 in the past 14 days?
- Do you have a fever (higher than 37.5 °/100.4°F) OR symptoms of lower respiratory tract disease such as cough, shortness of breath or difficulty breathing?

If the answer is **YES** to one of the questions, advise the patient to wait, at least 7 days until he is in good health before contacting the laboratory

2 / If the answer is **NO** to the questions, refer the patient if possible directly to the hearing care professional (number or direct mail), so that they agree on a replacement appointment.

- The hearing care professional will ask the patient to remove their Lyric at least 24 hours before the appointment.
- If the device has had a premature failure (less than 1 month) or was stuck in the ear canal, or in case of withdrawal pain, allow 8 days of waiting before refitting a new Lyric.
- The duration of the appoint is booked with space between patients to prevent any over-lap.of patients.and minimize the time waiting.
- Leave doors open and do not touch 'things'.
- No magazines, or coffee / beverage areas in the waiting area
- The hearing care professional will prepare the new devices, to save time during the appointment and stay as short as possible with the patient.

3 / Reception at the hearing center without protective equipment available:

- The hearing-aid acoustician washes his hands and keeps close to the disinfectant wipes. Bring the patient directly alone into the laboratory, ask him to wash his hands with hydro alcoholic gel and offer him to settle in the Lyric chair, keeping a distance of one meter to question him and hold out a tray for him to place his Lyric removed the day before.
- Check the apparent condition of the removed devices without handling them.
- To avoid being in the area of possible spread of the virus (mouth, nose), the hearing care professional will install himself on the rear side of the patient to quickly examine the ear canals using the microscope and will place the new devices, using a little lubricant.if required

- If possible, do not try to clean the entrance to the ear canal to limit contact and the time spent with the patient, this can be done at the next change in about 2 months.
- If the result is satisfactory (no feedback, comfort in the ear canal, natural hearing), accompany the patient from the clinic.
- The hearing care professional will disinfect the equipment and surfaces used, as well as the door handles.

The period of proximity to the patient must be reduced to the maximum, the risks of contamination are extremely limited, by scrupulously respecting the barrier gestures.

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It is likely that this coronavirus is similar to other human coronaviruses, which are generally transmitted during close contact by the inhalation of infectious droplets emitted during sneezing or coughing by the patient or after contact with surfaces freshly contaminated by these secretions.