



## **Earwax Removal Appointment Process**

Thank you for considering HearWell to help you hear better. We will comply with our medical body guidelines throughout your appointment from pre appointment questionnaire, travel requirements, attending your appointment, during your appointment and leaving the premises.

The measures we have put into place are to protect everybody and comply with all departmental guidelines to be safe and efficient.

The measures we have always used or put in place due to covid-19 are:

### **Booking of Appointment**

- Personal details will be taken
- Covid-19 screen questions
- Risk and consent questionnaire
- Card payment – This is to reduce physical contact with centre equipment. We have not increased pricing in three years, but due to extra costs to complete earwax removal we have raised pricing to £65 – this will be refunded if treatment cannot be undertaken
- Instructions for attending your appointment

### **Day of Appointment**

***Attending by car or on foot – Please arrive at least ten minutes before your appointment time***

- Stay in the car park and ring to tell us you have arrived and what your car registration number is. If you are on foot wait in car park and ring us
- Wait to be called in
- We will be operating a locked door policy to manage patient flow in and out of the premises. This is to minimise potential contact with other people. If somebody has attended with you we will ask them to remain outside of the centre during your appointment unless there is a parental, care or safeguarding need
- There will be no access to toilets

### **In the Reception Area**

- Use the hand sanitiser. This is a touch free unit
- If you have your own face mask please wear it during your appointment
- All questions and instructions will be held in reception adhering to social distancing rules
- The clinician will be wearing guideline approved PPE equipment – Glasses, gloves, apron and mask.

### **In the Treatment Room**

- The clinician will inspect your ears

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- Together decide upon appropriate procedure
- Complete procedure answer any questions and post treatment instruction

### **Leaving the Building**

- Return to reception
- Refund payment if necessary
- Use hand sanitiser before leaving
- Remove mask once outside of the building
- **As normal we will complete a clean down of all touch points following treatment and dispose of all single use equipment.**