

CURBSIDE HEARING AID SERVICE PROTOCOL FOR SAN FRANCISCO CLINIC

**Curbside service is available on Wednesdays
from 10:00am – 12:00pm by appointment only.**

155 Fifth Street, Suite 250
San Francisco, CA 94103

Please read the following guidelines when utilizing curbside hearing aid service:

1. No direct patient contact is allowed. Patients are not allowed to enter the building beyond the airlock waiting area.
2. Please call **(415) 780-2001** and our staff will schedule a date and time to drop off the hearing aid(s).
3. At the time of your scheduled appointment, please stand outside the airlock area of the Minna Street patient entrance. A staff member, wearing a mask and gloves, will open the door allowing you to place your devices into the drop box that he or she will place on one of the chairs in the air lock area. Please note that patients must remain at least 6 feet away from our staff at all times.
4. Place the hearing aid(s) in a large paper envelope or ziploc bag (provided by patient) and place it/them into the drop box.
5. Our staff will pick up the drop box, while the patient exits the airlock area to wait outside of the building. If driving, you may remain in your vehicle in the white loading zone area.
6. Our staff will bring the box up to the clinic, while wearing a mask and gloves, and bring it up to the clinic. The box and all contents will be disinfected using Clorox or Sani-Cloth Plus wipe. The envelope/ziplock bag used to deposit the hearing aids(s) into the dropbox will be discarded.
7. Our staff will disinfect the hearing aid(s) and troubleshoot or send the device(s) out for repair as needed.
8. Once the hearing aid(s) is/are ready to be picked up, our staff will call the patient to wait outside the Minna Street entrance. The hearing aid(s) will be placed in either a paper envelope or a ziplock bag placed inside the drop box, which will be then placed on a chair in the airlock area. We will then open the outer door for the patient and the patient should wait until the staff member retreats 6 feet away from the door before entering to pick up the hearing aid(s).
9. We will continue usual standard infection control precautions even though there is no direct patient contact. This includes performing hand hygiene before and after each service, use of personal protective equipment (gloves and masks) as necessary, and clean and disinfect surface and equipment regularly.