

**CURBSIDE HEARING AID SERVICE PROTOCOL FOR STOCKTON CLINIC**

**Curbside service is available Monday, Wednesday and Friday  
from 9:00am – 12:00pm.**

757 Brookside Rd., Stockton, CA 95211

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

1. No direct patient contact is allowed. Patients are also not allowed to enter the building.
2. Please call **(209) 946-7378** and our staff will schedule a date and time to drop off the hearing aid(s).
3. Patient will drop off the hearing aid(s) in the large Ziplock bag clipped onto a cardboard box placed outside the building.
4. Our staff will pick up the box while wearing gloves and bring it up to the clinic. The box will be disinfected using Clorox or Sani-Cloth Plus wipe. The Ziplock bag will be thrown away.
5. Our staff will disinfect the hearing aid(s) and perform troubleshooting procedures or send out for repair as needed.
6. Once the hearing aid(s) is/are ready to be picked up, our staff will call and schedule the patient the date and time for pick up. The hearing aid(s) will be placed in either a paper envelope or a Ziplock bag placed inside the cardboard box.
7. We will continue the usual standard infection control and 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.