



NOVA Hearing Portable Hearing Services

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Curb-Side Hearing Services Contact NOVA for Service (860) 916-6169

General
Notice
COVID-19
Protocol

- **Hearing Aid Checks and Cleaning**
- **Battery Checks (always free battery samples)**
- **Simple Maintenance (tubes, battery doors, mic covers, other)**
- **Most repairs can be performed locally. More complex may be sent back to the manufacturer**

COVID-19 Corona Virus precautions will be impacting our normal scheduled hearing services until further notice. Hearing aids are considered Class 1 / Class 2 / Class 3 necessary medical devices and as such can only be dispensed by CT-DPH licensed healthcare doctors, audiologists and HIS practitioners. NOVA will make every effort to provide our services respecting each communities' medical services restricted visiting requirements. Please contact your WellCare services for specific guidance.

How it works:

1. NO Direct Physical Contact

2. Residents sign-up with your WellCare staff to have your aids serviced
3. Aids should be placed in small plastic bag (baggie) with resident's/patient's basic contact information.
4. NOVA will pick-up aids at front entry or just outside as may be dictated by your WellCare protocol
5. NOVA will clean, repair and check aids using antiviral agents. Easy maintenance will be done right away. More problematic repairs may take a little more time. Aids will be placed in a new baggie with an antiviral wipe along with the residents basic contact info.
6. Optionally and if necessary, aids requiring more extensive repair may be sent back to the manufacturer or to our All-Make Repair services
7. Aids will be made available at the front entry way or as directed in plastic bag with anti-viral agent in baggie.
8. Small pack of most commonly used batteries will be dispensed
9. Most of these services will be free of charge. Aids sent out for more extensive maintenance will be quoted separately.