



**NOVA Hearing
Portable Hearing
Services**

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General
Notice
COVID-19
Protocol

**Remote
Hearing Aid Adjustments & Services
Includes Loaner iPhone with FaceTime
Contact NOVA for Details**

How it works:

- 1. NO Direct Personal Contact**
- The patient wears their hearing aids as normal
 - a. OR wears a new system
- These aids are paired to a 'Smart Phone' / iPhone SE with an app installed
- NOVA supplies this Smart Phone pre-configured for this remote service
- NOVA can then connect through the iPhone. The patient can see and hear the NOVA practitioner
- Adjustments are then made as if we were sitting across from one another
- As always, these hearing aids must make a 'nice difference' or there is never any charge
- The iPhone/Smart Phone comes with several programs on it already including FaceTime to be able to visit with loved ones.

With this capability, anyone can be adjusted for a very successful hearing aid experience without visiting with NOVA practitioners.

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' visiting requirements. Please understand these are interim services to fulfill a hearing need during these unusual circumstances. Contact NOVA for details.