

# Audiology and Otology Guidance during COVID 19

From the UK's audiology professional bodies

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BRITISH ACADEMY  
OF AUDIOLOGY

British Society of Audiology  
Promoting excellence in hearing and balance



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## **Introduction**

This 1<sup>st</sup> July 2022 guidance replaces our 9<sup>th</sup> May 2022 guidance.

Covid-19 has now been in the UK for over 2 years, during which time we have acquired a much greater understanding of the virus and the disease. The UK has an effective vaccine programme with 89% of adults who have now received at least one dose. The number of people infected with Covid-19 in the community is not decreasing significantly but the cases of severe disease and death are lower due to the vaccination policy. We appreciate how unpredictable and potentially lethal the infection can be and know that severe disease can manifest in any age group, but that older age groups are more vulnerable if infected.

The aim of this document is to continue to provide concise guidance for the return of routine operation of all audiology services. Clinicians can use this document as the basis for their local risk assessments, in line with local restrictions and employer policies. This guidance will continue to be updated and reviewed at regular intervals, but new research and advice may supersede this guidance. It is important that practitioners proactively consult the external links embedded within this document.

<b>Official Covid-19 government advice</b>
<a href="#">England</a>
<a href="#">Northern Ireland</a>
<a href="#">Scotland</a>
<a href="#">Wales</a>
<a href="#">Infection Prevention and Control (IPC) 8<sup>th</sup> June NHS E</a>
<a href="#">Letter to NHS E staff on facemask use</a>
<a href="#">UK PPE Guidance 27<sup>th</sup> May 2022</a>

## **Scope**

This document is aimed at practitioners working within audiology who hold a professional registration with [HCPC](#), [RCCP](#), [AHCS](#), those normally working in the field of audiology alongside qualified/registered professionals, and those currently on an accredited training programme.

## **Audiological Services**

All audiological services should be offered following local risk assessments and in line with any local employer guidelines.

Face-to-face appointments can be offered to all patients in line with local protocols.

In response to the pandemic, many services have developed new pathways which include greater choice for the patient with remote appointment options available. The joint professional guidance supports the continued use of remote options in conjunction with joint decision making. The clinician and the patient should ensure the most appropriate pathway is selected for each individual need.

## **Clinical Activity Guidance**

As we navigate through the end of the pandemic, there may still be a need for restrictions at a country, regional, or local level.

A graduated table you can use as part of your local risk assessment can be found in the appendix.

## **Face-to-Face Clinic Services**

In line with local and employer guidance, routine appointments in clinic and domiciliary settings should now be available. Audiology is a low-risk pathway. It is important that you ask the patient on arrival to confirm they and their household/bubble are well and have no symptoms of Covid-19 and are not self-isolating.

A simple statement on an appointment letter or website and signs at clinic entrances might be:  
*“Please DO NOT attend an appointment if you or any member of your household/bubble are suffering from any of the symptoms associated with COVID-19 or are self-isolating. For more information on symptoms, shielding and self-isolating please visit <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/> If these apply to you, please contact us to discuss it so that we can reschedule your appointment for a different time”.*

### **Triage**

The common symptoms of Covid-19 have been updated since the last joint guidance was published, and the full list now includes many symptoms associated with other common illnesses. This list is available here: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/>  
Due to the large increase in common symptoms of Covid-19 at this stage in the pandemic it is most appropriate to ask the patient if they are currently well.

#### **During an appointment, the following must be observed:**

- Best practice hand hygiene
- The use of Type II R facemasks for staff and patients (if tolerated) is required when undertaking any close contact work such as otoscopy, impression taking, wax removal, REM, Vestibular testing etc.
- Physical Distancing where possible remains best practice unless providing close contact clinical care. If this is not possible the use of physical barriers as agreed with local infection prevention should be considered.
- Best Practice respiratory hygiene (‘catch it, bin it, kill it’) and avoiding touching your face with your hands are required.
- As our patient population often find opaque face masks, usually used as PPE, a barrier to communication it is suggested you perform routine components of the appointment by grouping procedures together where possible to minimise the need for PPE to be worn for long periods of an appointment.

#### **After an appointment, the following should be observed:**

- Leave enough time to doff any PPE, to clean high touch areas a patient has been in contact with, and to prepare for the next patient.
- Clean the environment in line with government guidance

## **Home Visit / Domiciliary**

Following the COVID-19 screening procedure as detailed for face-to-face appointments in clinic a routine home visit can be arranged as required.

## **Wax Removal**

Wax removal services can now be offered in line with your normal scope of practice. Clinicians can offer wax removal using a range of approved methods (see - [NICE NG98](#)). Previous concerns over wax removal and microsuction on wet perforations have been superseded by guidance on infection control from Public Health England that states “Airborne precautions are NOT required for AGPs on patients/individuals in the low risk COVID-19 pathway, providing the patient has no other known or suspected infectious agent transmitted via the droplet or airborne route.”

## **Personal Protective Equipment (PPE)**

PPE use in clinical settings is now in line with national guidance for infection control rather than Covid 19 specific advice, It is strongly recommended that clinicians read the sections on hand hygiene and PPE use in the latest National infection prevention and control manuals:

[For England](#)

[For Scotland](#)

[For Wales](#)

[For Northern Ireland](#)

## Clear Masks

A new technical standard has been developed for transparent facemasks and we are starting to see production of masks verified to this standard. The standard is available to read in full here ([link](#)) and states “Masks complying with this technical specification cannot be referred to as Type IIR medical masks, as that term is defined in EN 14683:2019 and is reserved for products meeting the definition of a medical device that also complies wholly with the requirements for Type IIR medical masks in that standard. Masks complying with this technical specification may however meet some of the requirements of EN 14683:2019.”

Masks appropriate to this standard can be purchased from:

Supplier	Contact Person	E-mail
Britannia Safety Ltd <b>(Smile Shield)</b>	Chris Endicott	<a href="mailto:chris@britannialtd.co.uk">chris@britannialtd.co.uk</a>
C & P Medical Trading Ltd <b>(Smile Shield)</b>	Peter Shaw	<a href="mailto:petershaw@c-pmedical.com">petershaw@c-pmedical.com</a>
Creative Activity <b>(Smile Shield)</b>	Edward McMullan	<a href="mailto:edward@creative-activity.co.uk">edward@creative-activity.co.uk</a>
Opulent Collection Ltd <b>(Smile Shield)</b>	Irfat Chowdhury	<a href="mailto:info@opulentcollection.co.uk">info@opulentcollection.co.uk</a>
Scientific Laboratory Supplies Ltd <b>(Smile Shield)</b>	Alison Hill	<a href="mailto:slstender@scientific-labs.com">slstender@scientific-labs.com</a>
Solar Medical & Chemical <b>(Smile Shield)</b>	Rebecca Jordan	<a href="mailto:becky@solarmedchem.co.uk">becky@solarmedchem.co.uk</a>
Springfield Papers Ltd <b>(Smile Shield)</b>	Roland Coldrick	<a href="mailto:roland@springfieldpapers.com">roland@springfieldpapers.com</a>
Contechs Consulting Ltd <b>(Contechs)</b>	Andy Marsh	<a href="mailto:amarsh@contechs.co.uk">amarsh@contechs.co.uk</a>
Globus (shetland) Ltd <b>(Alpha Solway Haika-MXC)</b>	Mark Websper	<a href="mailto:mark.websper@globus.co.uk">mark.websper@globus.co.uk</a>

## Room Ventilation

Publication by the Health and Safety Executive June 2020 has stated that “The risk of air conditioning spreading coronavirus (COVID-19) in the workplace is extremely low.

You can continue using most types of air conditioning system as normal. But if you use a centralised ventilations system that removes and circulates air to different rooms it is recommended that you turn off recirculation and use a fresh air supply.

You do not need to adjust air conditioning systems that mix some of the extracted air with fresh air and return it to the room as this increases the fresh air ventilation rate. Also, you do not need to adjust systems in individual rooms or portable units as these operate on 100% recirculation.

HSE state “You should be maximising the fresh air in a space, and this can be done by: natural ventilation which relies on passive air flow through windows, doors and air vents that can be fully or partially opened mechanical ventilation using fans and ducts to bring in fresh air from outside, or a combination of natural and mechanical ventilation, for example where mechanical ventilation relies on natural ventilation to maximise fresh air.

You should consider ventilation alongside other control measures needed to reduce risks of transmission as part of making your workplace COVID-secure, such as social distancing, keeping your workplace clean and frequent handwashing.

If you are unsure, ask the advice of your heating ventilation and air conditioning (HVAC) engineer or adviser.”

## **Vaccinations**

As a vaccination program is now being rolled out it is important that audiologists have a clear understanding of advice after vaccination.

It is important to understand that after you've had the vaccine you will still need to follow all the infection control and social distancing advice. The Vaccine confers protection on you; however you can still act as a vector for spread of the virus, this is also the case for your patients.

No vaccine is completely effective, and it will take a few weeks for your body to build up protection. You will still need to follow the advice outlined in this guidance.

To continue to protect yourself, your patients, your family, friends, and colleagues you should follow the general advice. ([link](#)).

### **Working in Nursing Homes**

Regulations revoking vaccination as a condition of deployment came into force on 15 March 2022. The professional bodies advise hearing care professionals working in any social care setting to ensure they discuss with the facility management the requirements for entry.

### **Yellow Card Scheme**

As Audiologists we routinely see many patients with hearing loss and tinnitus. Therefore, we have a responsibility to contribute to research and information gathering around our specialist area. One area we should be aware of in response to Covid-19 is the reporting system for medications called the Yellow Card Scheme.

Any member of the public or health professional can submit suspected side effects through the Yellow Card scheme. The nature of Yellow Card reporting means that reported events are not always proven side effects. Some events may have happened anyway, regardless of, for example, vaccination. This is particularly the case when millions of people are vaccinated, and especially when most vaccines are being given to the most elderly people and people who have underlying illness.

You are welcome to direct patients who suspect hearing loss or tinnitus symptoms which they may relate to their vaccination, to the scheme or report the findings yourself by following this [link](#).

## **Resources**

- [Guidance on Shielding Extremely Vulnerable People](#)
- [Donning and Doffing PPE](#)
- [World Health Organization](#)
- [C2Hear / M2Hear](#)
- [Public Health England – Hand Hygiene](#)
- [Clear Face Mask Specification](#)
- [ENT UK revised guidance](#)
- [Rapid review of the literature: Assessing the infection prevention and control measures for the prevention and management of COVID-19 in health and care settings](#)  
(<https://www.hps.scot.nhs.uk/web-resources-container/rapid-review-of-the-literature-assessing-the-infection-prevention-and-control-measures-for-the-prevention-and-management-of-covid-19-in-healthcare-settings/>)

## Appendix 1: Clinical Activity Guidance Table

<b>Risk assessment categories to be considered on a local basis.</b>					
Category descriptor	Stage A – Covid 19 is no longer present in general circulation in the U.K. no physical distancing is in place.	Stage B – The number of cases and transmission are low, minimal social distancing	Stage C- Covid 19 is in general circulation but cases not rising exponentially	Stage D- High and rising level of Covid-19 transmission in general population. Enforced closures of non-essential retail and stay at home orders in place.	Stage E – Covid-19 transmission in general population. Uncertainty over supply chains for PPE. Concerns regarding protection of clinicians or patients when using PPE.
Clinic Response	Face to face routine care for those with new or existing hearing needs. Remote options available. Screening Programmes and routine wax removal available.	Face to face routine care for those with new or existing hearing needs. Remote options available. Screening Programmes and routine wax removal available.	Triage remotely. Remote appointment options available. Face to face care for routine with home visits available.	Remote/Telehealth contact first. All appointments should be triaged. Face to face care in clinic or home visit for those with a hearing need only. Wax removal if first line drops have failed to resolve. Routine follow ups remotely or postponed after telehealth check.	Remote care as default. Face to face care for emergency needs only.
Infection prevention control	Best practice hand hygiene. Good respiratory hygiene. Normal infection control procedures implemented.	Covid symptom check for clinic/home visits. Best practice hand hygiene. Good respiratory hygiene. Room cleaning, PPE and physical (social), distancing in line with government requirements.	Covid symptom check for clinic/home visits. Best practice hand hygiene. Good respiratory hygiene. Room cleaning, PPE, and physical distancing in line with government requirements.	Triage need for assistance and discuss options with patient. Covid symptom check for clinic/home visits. Best practice hand hygiene. Good respiratory hygiene. Room cleaning, PPE, and physical distancing in line with government requirements	Triage need for assistance and discuss options with patient. Covid symptom check for clinic only. Best practice hand hygiene. Good respiratory hygiene. Room cleaning, PPE, and physical distancing in line with government requirements
Clinic structure	Normal Operation	Open for normal operation. Walk in services available in line with local risk assessment.	Open for appointments. Access to clinical rooms after covid screening questions completed.	Booked appointments only. Consider some modification of appointment to reduce contact time to essential close contact only in line with local procedures.	Booked appointments for emergency care only where remote care cannot support. Locked door policy in place. Modified and shortened appointments for essential elements of care only.
Appointment types	All appointment and support types operational	All appointment and support types operational.	All appointment and support types operational after covid screening. Remote care should still be offered as an option to patients.	Digital first approach if possible. Face to face appointments after covid screening, for those reporting/with known hearing and balance issues only. No face-to-face screening if signs of hearing loss not present in adults.	Emergency face to face appointments only if remote options not possible. Remote/postal/drop off /collect services. Urgent wax referred to NHS 111 services.

