

H HEARING S SERVICES & S SYSTEMS

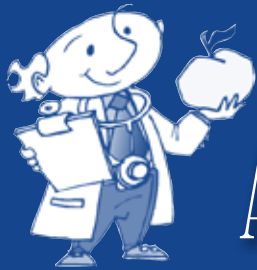
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“Have You Heard?”

N E W S L E T T E R
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Tel. (269) 324-0555 • Toll Free 1-888-660-2482 • Fax (269) 324-2482
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Open 8:00 a.m. until 4:30 p.m., Monday - Friday



Ask Your Audiologist

Q. *I have been seeing lots of advertisements for computerized and digital hearing aids. Is that for real? Are they any better than the old style? I don't have a computer, will they be difficult to use? Why don't they just leave well enough alone?*

A. You, my friend, have just set a new record for the most questions asked in a single breath. Your answers are: yes; yes; no; nothing stays the same. But you probably want detail don't you?

OK here we go. Advertisements try to get your attention. They use hot words like “new”, “improved”, “digital”, etc. to imply something has changed. Often the ad is hyping something that's been around for a long time, like digital or computerized hearing aids. We have been using these devices exclusively for over 10 years! It's been about that long since the major manufacturers quit making the “old style” (analog) hearing aids. You do not have to know anything about computers to use them. We, your audiologists, must know a lot about computers and hearing aids to make them work properly for you. When you get a new digital hearing aid in our office we use our computers to

adjust the sound of the hearing aids while you are listening to them. We use information from your hearing test, your listening needs and your personal preferences to customize the settings in the hearing aids. The goal is for you to hear better in more situations without having to do anything except put the aids on your ears and turn them on! One of the major benefits of digital hearing aids is they are continually monitoring your environment and adjusting the loudness and noise filtering automatically. As a result we find that our patients don't fuss with their hearing aids very often.

Now, just because digital hearing aids have been around for awhile doesn't mean they haven't continued to change. The computer chips have gotten smaller and faster so they can do more things in less time. What does that mean from a practical standpoint? More features for sound processing on less expensive hearing aids at the low end of the price range. More features for noise management on the high end of the price range. More tools for a skilled audiologist to incorporate. Our fitting process includes sending out satisfaction surveys about 2 months after new hearing aids are fit. These tell us that 99% of you wear your hearing aids comfortably most of the time; 98% hear better in quiet situations; 75% of you hear better in noisy situations (but most wish you could hear better still); 97% of you report improved quality of life since you got your current set of hearing aids. We hope to keep getting better. Does anyone know where we can get a pair of 18 year old ears?

Technology – *Not Your Grandfather's Hearing Aid*



A longtime friend to our practice brought us a hearing aid he found at a garage sale for 75 cents! We have been having fun with this instrument and thought we'd share some information with you. It is a Radioear Model 72 vacuum tube hearing aid manufactured around 1950. It is a body worn device that required 2 very large batteries. There is a wire that runs from the hearing aid to the ear. Here is a photo of the hearing aid along with some current models. If you'd like to take a look at this up close we placed on our front counter. If you would like to see more hearing aid history visit the website www.hearingaidmuseum.com or if traveling in northern Ohio visit the hearing aid museum at Kent State University.

Good Bye and Good Luck Beth!

Beth Doxtator will be retiring at the end of January. It is so hard to believe that she will be leaving after over 20 years. She seems to think spending time with grandchildren will be more fun than chasing down payments from insurance companies. Go figure. We'll miss her positive attitude and hard work. She has done a wonderful job for us over all those years. Beth's primary responsibility has been billing and insurance. It is often a very frustrating process - determining which insurance company has responsibility for a claim and then actually getting them to pay the amount they said was covered. And then, ever so gently notifying patients when there was an unmet deductible or some remaining copay. I think most of all we'll miss her singing...always singing as she works at her desk or walks around the office. Maybe she really will find an encore career in music. She has promised to help us out from time to time when we need vacation coverage. If you want to be sure to say so-long, you should stick your head in the office before January 29.





Winter Hours

Most days the office will be open from 8:00 a.m. to 4:30 p.m. You all know how challenging Michigan winters can be. In the event of hazardous conditions we all may just stay home where it's warm and safe. Of course we will contact you if you have an appointment. However, if you don't have an appointment, please call us (324-0555) before hitching the dogs to the sled and dropping in. We would feel bad if you came to see us when we were at home sipping hot chocolate.

Do We Have an Office in Three Rivers?

We have recently had several longtime patients who live in St. Joseph County tell us they wished we were closer to home. Good news folks! We have had a satellite office in the Doctor's Center Specialty Clinic at Three Rivers Area Hospital since 1990. Did you already know that? It seems somehow we dropped the ball in getting the word out. We see patients by appointment every other Friday morning. Appointments are scheduled through the Portage office at 269-324-0555 or 888-660-2482. We are able to provide hearing tests, hearing aid maintenance, hearing aid programming and ear molds. We refer most hearing aid fittings and more challenging problems back to the Portage office where we have more equipment. If it would save you a trip and Friday morning works for you give us a call. Be sure to tell us you want to be seen in Three Rivers. We are unable to see patients at this location without an appointment.



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Buy Ten Thousand and use them as a **back-up power supply** for your furnace in case of an ice storm!

AS LOW AS \$2/PACKAGE!



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All batteries come with the long tabs for easy removal. Each one is individually made in our germ free/dust free laboratory by highly skilled technicians using only the finest fat free/cholesterol free/mercury free materials not available anywhere else! Well, not really but they are always really fresh Rayovac Proline batteries.

HS&S LONG-TAB 4 BATTERIES/PACKAGE

\$2.50 PER PACKAGE - \$20 CARTON (10 PKG)

Size 13 Size 312 Size 10/230 Size 675

Number of packages: _____ Amount: _____

Shipping & Handling \$4.00

TOTAL _____

Bill my credit card:
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BRING US YOUR OLD BATTERIES TO RECYCLE!



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Another year passed and another fresh start. There is something stimulating about the New Year, be it putting a difficult year behind or looking forward to good times ahead. Yet, there is something to be said for consistency. Most of us like routines...your seat at the kitchen table or the places you always keep your things. (Woe to the person that did not put my tool back where I expect it to be.) Hopefully, you feel that way about your audiologist. We have always believed that the best care comes from an established relationship. Seeing the same audiologist each time you come to the office and recognizing that

they are familiar with your circumstances so you don't have to "reinvent the wheel" on each visit. And we truly get very attached to our patients. That was actually one of the big reasons for opening this office – to get away from the large clinic atmosphere. So, thank you for choosing us to care for your hearing and allowing us to spend time with you. And thank you for telling your family and friends about us. You have referred the majority of our new patients. While we will try to freshen the office and introduce new technology, we will try very hard not to change the things you've come to expect from us in 2016.