



SERTOMA SPEECH & HEARING CENTERS

# HEARING WELL Our Four Step Process

## Step 1: Hearing Screening

This free, 15-minute office visit determines the amount of hearing loss you have if any.

Your audiologist will discuss the results with you and recommend any follow-up actions. For example, it is always smart for adults 60 and older to schedule an annual hearing screening.

To schedule your screening, call 708-599-9500.

## Step 2: Hearing Analysis

Suppose your hearing screening reveals a clinically significant hearing loss. In that case, a comprehensive hearing analysis is needed to diagnose the type and extent of the hearing loss. A comprehensive hearing analysis takes approximately an hour to complete.

After this, you'll discuss the

environments and activities you experience so your audiologist understands your lifestyle and the typical hearing challenges you encounter.

If your hearing loss is treatable with hearing aids, then your audiologist will review the types, styles, and prices with you. Having a choice of hearing-aid brands and models is vital because there are many performance qualities and features to consider.

We offer a wide range of high-performance brands and models so you can be confident we will find the right match for your needs.

We partner with the top digital, hearing-aid designers — Oticon, Widex, Phonak, ReSound, Siemens, Starkey. Choice ensures that you get the right hearing aids for your specific needs.

The next step is a deposit on your hearing aids. We will also forward your hearing analysis to your physician to be sure you are medically fit for hearing aids.

## Step 3: Hearing-Aid Fitting

About two or three weeks after your hearing analysis, your audiologist will "fit" your hearing aids. When audiologists fit hearing aids, they tune the digital intelligence of hearing aids to match the hearing analysis and lifestyle demands of the user.

Next, your clinician, with your help, will thoroughly test your hearing aids to ensure the performance you expected. At this time, the balance owing on your hearing aids is due.

## Step 4 - Hearing with Confidence

Our service plan gives you a 45-

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# SSHHC

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day hearing-aids trial. During this time, your audiologist will fine-tune your hearing aids to make sure you get the hearing you expected, and answer all your questions and concerns.

### **What happens if I'm not satisfied?**

If you're not satisfied, you can return your hearing aids within the 45-day trial period. You will receive a refund excluding the cost of the professional services (the time spent with you during the trial period). Any accessories purchased (e.g., batteries, earmold impressions) are not refundable.

### **What about ongoing service costs?**

Generally, the first year of visits for care, instruction, and repairs are included in the cost of mid-level hearing aids and for the first two years of high-performance hearing aids. Your audiologist will carefully review the service details of your hearing aids with you.

Do hearing aids require semi-annual maintenance?

Yes. There is no charge for this service if your hearing aids are under warranty. If they are out of warranty, there will be a charge for maintenance and any required repairs.

### **Take the First Step**

Call to schedule a free hearing screening with an audiologist. If you are 21 or older, hearing screenings are free. Hearing screenings take only 15 minutes and are always performed by an audiologist at SSHC.

Following the screening, your audiologist will interpret the results and review them with you. If you have a hearing loss, they will go over the treatment options available to you.

You are welcome to call us any time if you would like to talk to an audiologist about your hearing or have questions about the brands and models of hearing aids we offer.

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