

The Doctors of ClearSound Hearing Centers

The Top 10 Things You Must
Know Before Choosing Your
Audiologist



ClearSound Hearing Centers

The Top 10 Things You Must Know Before Choosing Your *Audiologist!*

Welcome Letter from The Doctors of ClearSound Hearing Centers

Dear Friend,

If you are researching audiologists and different types of hearing treatment options for yourself, your spouse, or a loved one, you are in the right place. Just like every ear is different, audiology practices are different, too. In your search for finding the right hearing health care professional, you will most likely find there are several options available, but it is important to know that all hearing loss treatment options are not created equal.

At ClearSound Hearing Centers, our mission is to empower active aging. Our vision is changing lives, advancing the profession, and supporting our community. There is no better reward than seeing how happy our patients are after we boost their hearing clarity. To achieve our vision, and to help you choose the right audiologist, we put this report together: "The Top 10 Things You Must Know Before Choosing Your Audiologist." This report offers vital information you should know about audiology and advice on what to ask when consulting with a potential audiologist.

It is our goal at ClearSound Hearing Centers to help restore conversation and music to our patients' everyday lives. We hope that this list serves as a helpful guide alongside your research and also supports you when asking questions of your potential audiologist. If you have follow-up questions, feel free to give our office a call. We're here to help!

Sincerely,

Dr. Steve Ashinoff & Dr. Ed Alea

P.S. When you are ready, call **855-423-3700** to request your **Complimentary New Patient Screening** or visit our website at www.clearsoundhearingny.com. Your no-obligation appointment includes a review of your medical history, an in-depth discussion of your hearing loss concerns and goals, and an explanation of our process.

If you are scheduling the exam for yourself, your spouse, or a parent, you may be wondering, at what age you should you schedule the first evaluation? The American Academy of Audiology (AAA) recommends a screening by the age of 50 in order to rule out possible problems that will be much harder to correct in later years. While many patients are surprised at 50 being too early, like every health condition, early identification and early treatment are the gold standards for improving outcomes. We have helped thousands of people of all different ages across the state boost their hearing clarity and improve their quality of life. Again, when you are ready to learn more about your options with us, we are 'hear' for you.

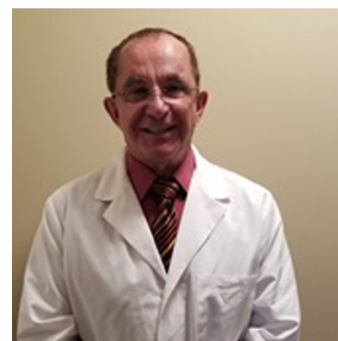
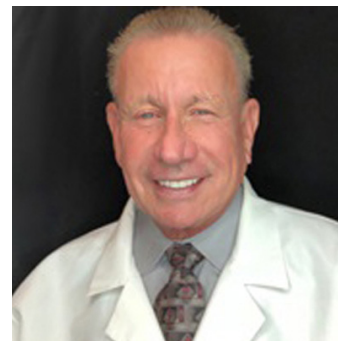


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1. Do They Have Extensive Experience?

Audiologists are specially-trained hearing health care specialists that take on several extra years of training in order to provide the most thorough diagnostic evaluation and to complete the most comprehensive treatment plans aimed at restoring hearing clarity. Audiologists also perform auditory rehabilitation, that is likely to include the use of NeuroTechnology™ hearing devices that provide proper stimulation to the auditory system. This is a fancy way to describe how we normalize the way our brains process the incoming sounds in order to achieve maximum clarity, especially in background noise.

Our hearing specialists and hearing doctors have helped over 20,000 happy patients get back to living their lives with improved hearing since 2000. Your hearing health is important to us, and our audiologists are passionate about helping as many people as possible to restore clarity to their sound experience, including you! Our hearing doctors and their teams are constantly continuing their education, too. We always strive to keep up to date with the latest, most innovative ways to provide you with exemplary care that meets your unique hearing needs.



2. Are They Privately Owned with Multiple Locations?

Your time is valuable, and although those of us at ClearSound Hearing Centers enjoy seeing you, we know how busy life can get. We understand you can't take the whole day to travel to see us, have your appointment, then travel back home.

That's why we do our best to respect your time when you come to see us at any of our 13 privately-owned, convenient locations. We strive to provide you with a streamlined experience at each of our hearing center locations:

- 33 Nostrand Ave. Brooklyn NY 11205 (Bedford/Williamsburg)
- 3245 Nostrand Avenue Brooklyn, NY 11229 (King Hwy)
- 56 Dekalb Avenue, Brooklyn, NY 11221
- 1423 Bedford Avenue, Brooklyn NY 11221
- 225 Froehlich Farm Blvd. Woodbury NY 11797
- 640 Hawkins Ave. Lake Ronkonkoma NY 11779
- 96-14 Metropolitan Avenue Forest Hills 11375
- 96-10 Metropolitan Avenue Forest Hills, NY 11375
- 300 Bay Shore Road, North Babylon, NY 11703
- 371 Merrick Road Suite 204, Rockville Centre, NY 11570
- 206-20 Linden Blvd. Cambria Heights NY 11411
- 159-03 Jamaica Avenue Jamaica, NY 11434
- 360 A West Merrick Rd Valley Stream, NY 11580

Stop by any of our locations today to learn more about your options for hearing loss rehabilitation or call us at 855-423-3700 to schedule a complimentary new patient screening.

3. Do They Have a Holistic Approach to Care?

Offering a holistic approach to hearing health means treating patients with more than just hearing aids. It means getting to know their physical, emotional, and mental well-being to better understand their situation and provide the best solution.

When you come in to see us, we will perform a hearing screening, ask about your medical history, your lifestyle, and your hearing loss concerns and goals. Our expert audiologists and their team pride ourselves on staying up-to-date on the latest techniques and technologies to ensure you are getting the most advanced care. But we are also committed to old-school care, the kind that comes with a kind word and a compassionate understanding of the frustrations that hearing loss can bring. The world can be a very lonely place when you have hearing loss and we try to help make it better by listening to you – and providing you with a solution that allows you to reconnect with family, friends, and your community.



4. Are Their Results Better Than Most?

With the Internet today, it is extremely easy to research audiologists, pull up ratings, and read reviews from patients. Simply go to Google and search for Hearing Professional reviews and ratings in your town. You can also go directly to the source! You have the right to call any Hearing Specialist's office and ask for a list of references.

We have a readily available list of references, including patients and local physicians that have volunteered to help advise patients as they first enter the (sometimes overwhelming) world of hearing loss and to help understand rehabilitation experiences from the first-person perspective. We are also very proud of the fact that our success rate with our patients is extremely high. In fact, 98% of our patients are satisfied with their hearing aids, with only 2% returning them. Compare that to the national rate of 18% of users who return their devices, with 82% retaining them.



5. Will They See You In an Emergency?

As ears get accustomed to wearing a NeuroTechnology™ hearing device, some patients will notice some itching and an even slighter chance of some very minor discomfort (similar to wearing a new pair of shoes, or even a new pair of glasses). Our providers offer free customizations for NeuroTechnology™ prescription (i.e. changing the sound output to meet your hearing needs). While our providers offer these services at no charge within the adaptation and warranty periods it is important you ask about customization costs with your specialist before you start treatment.

Because we strive to provide an entirely customized experience for your hearing aid treatment, there are times that adjustments become necessary during the early adaptation period. We never want you to experience unnecessary discomfort from your hearing aid. If you are struggling with your new hearing aid in any way despite following our guidelines, we will provide you with an emergency customization appointment at NO COST to you.



6. Is There a Trial Period for Hearing Aids?

Every time a patient embarks on the journey of improved hearing, there is an adjustment period for the user's ears and brain. This period can take up to 30 days and differs with each patient.

At ClearSound Hearing Centers, we are 100% committed to your satisfaction. Which is why if for any reason you are not satisfied with your hearing aids, you may return them within 45 days and get a refund. However, you should know that we proudly maintain a 98% success rate with our patients – and we are confident you will be satisfied with your experience with us.



7. Do They Care for Your Community?

When you make an appointment with an audiologist, you're setting aside time from your busy schedule to take care of yourself and your hearing. The last thing you want is to end up sitting in a waiting room after you've arrived on time, ready to be seen. An audiologist's office should recognize that you have other responsibilities and appointments to tend to and should implement flexibility for scheduling appointments. When looking for an audiologist, make sure they offer flexible hours and short wait times. With today's technology in a fast-paced world, this is a necessity for any successful practice to run efficiently.

When you visit Hearing Solutions Group, you can look forward to virtually no wait times at our office. We respect that you have other commitments outside of your hearing care appointment. That's why we set aside plenty of time for every appointment to ensure you're always receiving the highest quality of care. We also make sure there is plenty of time for us to answer any questions you may have. You will never have to wait or feel rushed to leave your appointment at our office. This is just another part of our commitment to offering high-quality, compassionate care to all our patients!



8. Do They Respect Your Time?

When you make an appointment with an audiologist, you're setting aside time from your busy schedule to take care of yourself and your hearing health. The last thing you want is to end up waiting around to be seen, especially if you've arrived on time. An audiologist's office should recognize that you have other responsibilities and appointments and therefore should offer some flexibility for scheduling appointments. Be sure your audiologist offers flexible hours and short wait times.

When you visit ClearSound Hearing Centers, you can look forward to virtually no wait times at our offices. We respect that you have other commitments and that's why we set aside plenty of time for every appointment to ensure you're always receiving the highest quality of care. We also make sure there is plenty of time for us to answer all your questions. You will never have to wait or feel rushed to leave your appointment. We work hard to keep our appointment schedule running smoothly and you can trust that your appointment will begin on time. That is our promise to you.



9. Do They Accept Most Insurance Plans?

Experiencing hearing loss is life-changing enough that if your insurance doesn't cover your hearing aids and treatment, it can be extremely difficult to be able to afford the care you need. We all know that hearing aids are a financial investment for your hearing health – and to your future quality of life.

That's why at ClearSound Hearing Centers, we accept all insurances in the NY metropolitan area, including Medicaid and Medicare Advantage plans. We want to help you get back to hearing the sounds you love and will be happy to help you with any questions about insurance and insurance forms.



10. Do They Have Same-Day Appointments & Starts?

Same-day appointment and starts show that your audiologist respects your time and money. After all, making a second trip after receiving your treatment plan is a total inconvenience. If you prefer to start treatment that same day, then you should be able to do so. When looking for hearing care, it's in your best interest to make sure that your potential audiologist can provide this service to you.

When you arrive for your initial hearing assessment with our audiologist, we don't believe you should have to schedule yet another appointment before you can actually start treatment. After all, the sooner you start, the sooner you can enjoy the sounds of the world around you with improved clarity and understanding! Therefore, if you choose, you are welcome to begin your treatment journey on the same day as your complimentary new patient screening! It's that easy and convenient!



11. Do They Have Affordable Payment Options?

We realize this report is supposed to be the “**Top 10 Things You Must Know Before Choosing Your Audiologist,**” but we couldn’t leave out some payment tips to look for when choosing an audiologist. Once you are comfortable and you know specifically which audiologist you want to treat you, your spouse, your parent, or other family members, the next question typically is, “How much is this going to cost and how am I going to pay for this?”

Each ClearSound Hearing Centers office works closely with the patient to understand their hearing needs and their financial needs. Treating your hearing loss is our first priority, and many offices have developed options to help bring hearing loss treatment options within the financial reach of each patient. Patients deserve options! As a service to our patients, we are pleased to offer flexible monthly payment options through CareCredit, Honor Care, and Allegro. This allows you to customize a payment that works for your budget and even included 0% interest options. To learn more about or to apply for our payment plan options, give us a call at 855-423-3700. One of our friendly team members will be happy to answer your financial questions.



Closing Letter from James L. Pehringer, Au.D.

Dear Friend,

We hope this report has helped you learn more about audiology in general and potentially show you how ClearSound Hearing Centers can help you, your spouse, parent, or other loved one.

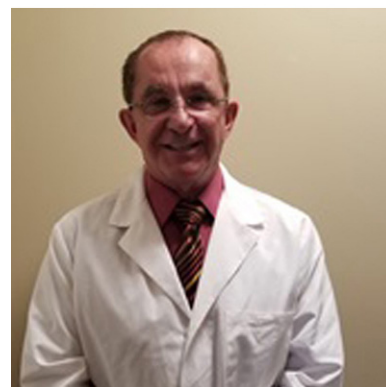
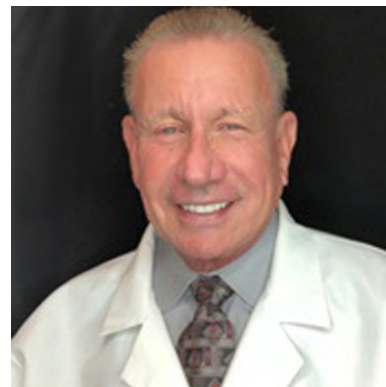
To accomplish our mission of restoring hearing clarity, improving quality of life, and providing the brain with proper auditory stimulation, we would be honored and grateful to meet and learn more about how we can potentially help boost your or your family member's hearing.

We simply want to answer your questions, address your concerns, and have you experience audiology at its very best. In fact, it may even be possible that your early hearing evaluation may reveal that at this current time you do not even need a full treatment plan!

We will share with you our expert medical recommendation based on our years of experience, advanced diagnostics, and thorough analysis. Obviously, there may be other things you should know before choosing your audiologist. In fact, we are sure we could have easily doubled the length of this report. If you have questions, please feel free to go to www.clearsoundhearingny.com for a list of local audiologists or to even contact us directly. We are always here to answer your questions.

Sincerely,

Dr. Steve Ashinaff & Dr. Ed Alea



P.S. When you are ready to schedule your initial hearing screening, simply call the nearest ClearSound Hearing Centers location or go to **www.clearsoundhearingny.com**. We certainly recommend you do your research, but ultimately, you have to trust and feel comfortable with the audiologist and the type of treatment you decide on.



www.ClearSoundHearingNY.com
855-423-3700