

YOUR BEST HEARING GUIDE

Stockton Hearing Aid Dispensing Center

4568 Feather River Drive, Ste C
Stockton, CA 95219
(209) 951-6491



Stockton Hearing Aid Dispensing Center



Thank you for choosing Stockton Hearing Aid Dispensing Center to serve your hearing healthcare needs. We are delighted that you will be joining our family of happy and satisfied clients.

At Stockton Hearing Aid Dispensing Center, we believe that each client is unique and has individual needs and concerns that need to be heard. We are committed to involving you in the course of treatment and will work closely with you to help you understand all aspects of your hearing healthcare and any treatment recommendations that may be made.

Stockton Hearing Aid Dispensing Center strives to deliver individual and high-quality care for each of our clients; we strive to earn your trust and satisfaction. We are very proud of the care that we provide to our clients and aim to impart an exceptional experience with each visit. Also, we are proud of the highly qualified and dedicated professional staff at Stockton Hearing Aid Dispensing Center and of their commitment to working together for your best hearing healthcare.

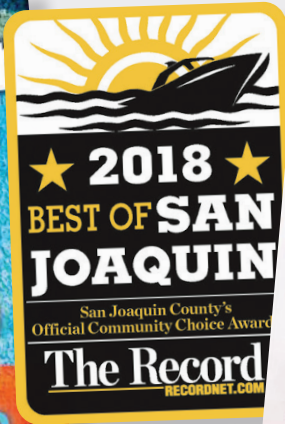
We look forward to working with you. If there is anything that we can do to enhance your experience with us or if you have any further questions now or during your course of treatment, please let us know.

Thank you again for choosing us as your partner in your hearing healthcare.

Sincerely,

Stockton Hearing Aid Dispensing Center Staff

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MEET

OUR TEAM OF PROFESSIONALS



Laura Mount, Au.D.
Audiologist

New to our office is Audiologist, Laura Mount. With a doctorate in Audiology from the University of Florida and undergraduate work completed at University of Nevada, Reno, we are excited to have her working alongside us. Laura loves to eat sushi and pizza while watching Alabama football (Roll Tide!). When she isn't working and helping others, she enjoys spending time with her husband and three boys. She is a devoted friend and colleague and works above and beyond to serve others. Laura primarily works with veterans out of our Stockton office; however, she is also available for independent consultations for tinnitus and cochlear implants.



Janine Durkin
Client Care Specialist

Janine is a dedicated professional with many years of office experience. She is a married grandmother who loves spending time with her grandkids. Janine is an avid reader and loves to cook. She is a hard worker who is always willing to learn new things and is a great team player. Janine is a great asset to any team and is always willing to go the extra mile to help others. She is a reliable and trustworthy individual who is always looking for ways to improve and grow.

She also loves everything about Disney! When you come to our practice, Janine is happy to debate you as to if the character Goofy is a "dog" or a "cow"!



Lizzie Perkins
Owner / HIS / Client Care Specialist

Lizzie oversees Stockton Hearing Aid Dispensing Center's Marketing, Community Outreach and Educational Programs. Upon graduating from The Pacific Conservatory for Performing Arts she worked professionally in the theater and film industry. After having children her focus moved to teaching. She has taught music, art, and drama in private kindergarten through eighth-grade schools since 2007 and is excited to add adults into the mix. Sharing life-changing information that motivates people to take better care of their hearing health excites her, and getting to visit with people at community centers, schools, events, and in our office, is the icing on the cake.



Tony Perkins
Owner / MBA / HIS

Having been born in Upstate New York with a severe hearing deficit in both ears, Tony struggled during his youth and young adulthood to hear the world around him. It wasn't until after being married he was fitted with hearing aids and treated for his significant hearing deficiency. Tony's firsthand knowledge makes him the ideal treatment specialist, because of this experience he is keenly aware of what hearing loss does to a persons' quality of life. It has become his mission to assist members within our community through Stockton Hearing Aid Dispensing Center, to help people live life fully- so they never miss a moment.



Lilly The Dog
Service Dog / Snuggle Specialist

Lilly our friendly office service dog is trained to interrupt, distract, and cuddle as needed. She started training for service at 12 weeks old and continues her education daily. Her gentle manner works wonders with nervous children and adults, making her the ideal working office dog. In her free time Lilly enjoys chasing balls at the dog park, swimming in the pool with the Perkins' kids, and playing at home with Frank, a Bichon mix.

YOUR HEARING CONSULTATION

Congratulations, you have made the first step to exceptional hearing healthcare. Here is what you will experience today at your appointment:

Medical and Hearing History:

Your hearing healthcare professional will ask you some questions on what types of hearing loss symptoms are being exhibited, overall health, medical and family history. This will give the specialist some background information and help with the examination and diagnostic portion of the consultation. Due to the number of causes for hearing loss, we will want to consider anything inherited or genetic. Hearing loss may be the result of a bad head cold or allergies or if you've experienced any trauma to the head or ear structure recently. If there is hearing loss, these questions can help determine if the hearing loss is temporary or permanent.

Examination:

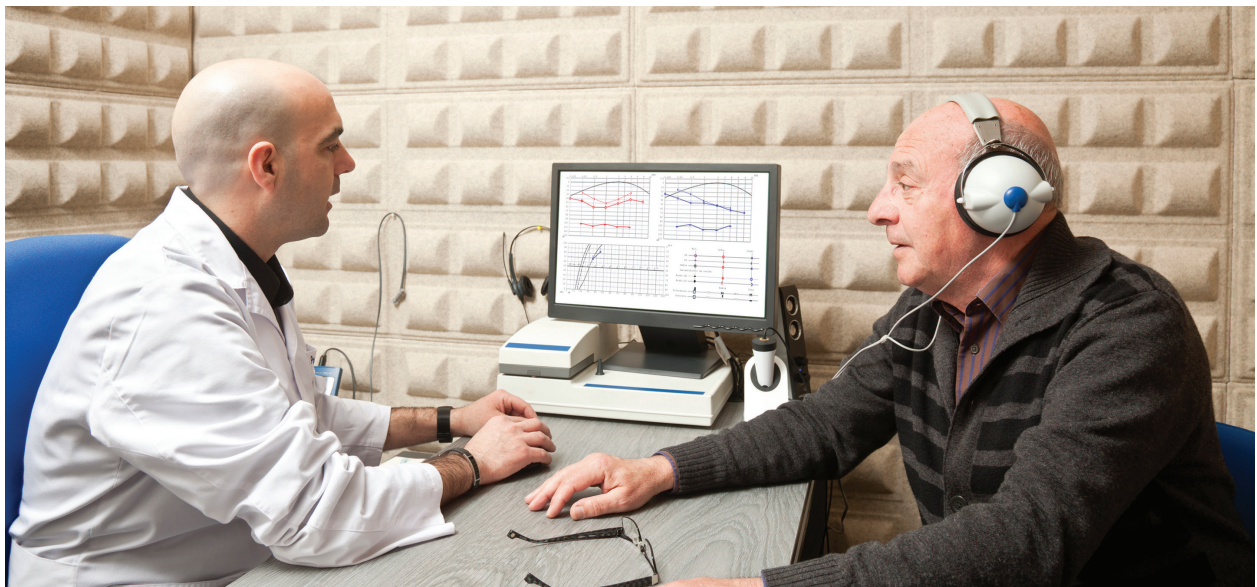
The hearing test will determine if you have a hearing loss, the severity of the loss and course of treatment. You will be placed in a quiet, sound-proof room with headphones to wear. The headphones will be connected to an audiometer, a device used to evaluate hearing.

There are three parts to the exam:

- Pure-tone audiometry — to test if there are particular pitches or frequencies that are troublesome to you
- Speech audiometry — to determine your threshold for speech sounds and your most comfortable listening level
- Tympanometry and acoustic reflexes — to help gauge how your eardrum is moving and will measure the reflexive responses of the middle ear muscles

Evaluation:

After reviewing your medical and hearing history and the hearing examination, your hearing healthcare professional will go over the results of the tests performed and show you your audiogram. An audiogram is a graph that displays the softest sounds an individual can hear at different pitches. If a loss is to be found at this point, the hearing care professional will present solutions and options to help you hear better. Hearing aids are generally part of the solution and we will discuss your lifestyle, features and budget to determine your best instrument.



IMPACT OF HEARING LOSS

Hearing loss can deteriorate over time. The sooner it's treated, the better the outcome.

And hearing isn't just a part of communication. It can affect your whole body—and your whole body can affect your ability to hear. Hearing loss may be affecting your everyday life, including causing social isolation, increasing your risk of falling and coinciding with depression or dementia.

Hearing Loss and Falling

According to a study led by researchers from Johns Hopkins and National Institute on Aging, people with hearing loss are significantly more likely to be at risk of trips and falls (“Hearing Loss Linked to Three-Fold Risk of Falling,” Johns Hopkins Medicine, February 27, 2012). Based on a survey of over 2,000 participants, ages 40 to 69, and tests on participants' vestibular function (the part of the inner ear that contributes to balance), researchers concluded that people with a 25-decibel hearing loss, classified as mild, were nearly three times more likely to have a history of falling. And as hearing loss increases, so does the risk of falling: For every additional 10-decibels of hearing loss, the chances of falling went up by 1.4 times. (And this finding held true, even when accounting for other factors linked with falling, such as age, sex, race, cardiovascular disease and vestibular function.)

Why does hearing loss increase the risk of tripping and falling? It might be a “cognitive load” issue, in which the resources of the brain are overwhelmed by the simultaneous demands of compensating for hearing loss and maintaining balance. This study suggests that a hearing device can do even more for you than just enhance the clarity of sounds and help stay engaged with others. Hearing instruments could help prevent trips and falls.

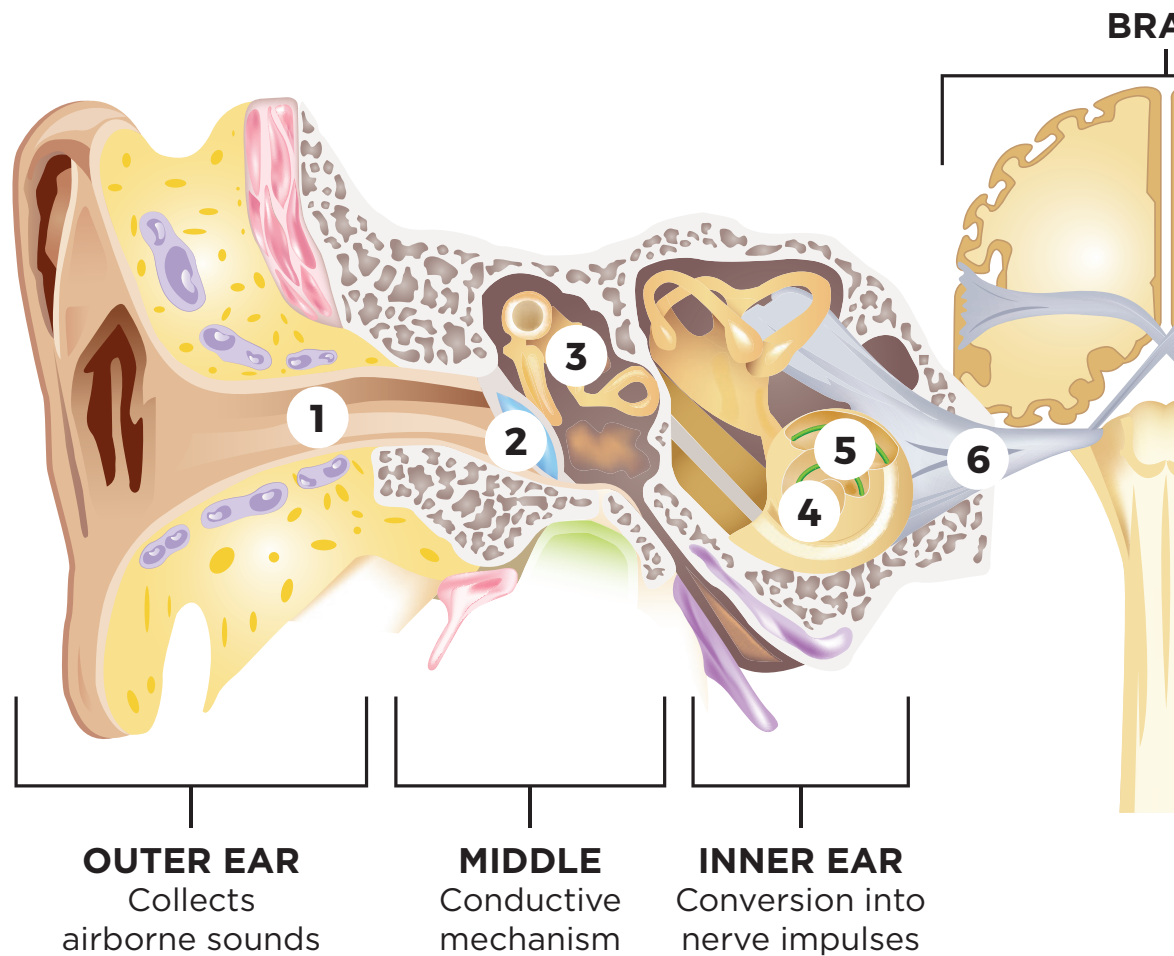


Hearing Loss and Dementia

Untreated hearing loss can also increase the risk of dementia, depression and social isolation. According to a study by Johns Hopkins and National Institute on Aging, seniors with hearing loss are significantly more likely to develop dementia over time than those who retain their hearing (“Hearing Loss and Dementia Linked In Study,” John Hopkins Medicine, February 14, 2011). In fact, hearing loss and dementia were strongly linked even after the researchers took into account other factors associated with risk of dementia, including diabetes, high blood pressure, age, sex and race.

The reason why hearing loss would affect the risk of dementia is still unknown. One theory is that, for people with hearing loss, the years of strain in decoding sounds may overwhelm their brains, leaving them more vulnerable to dementia. It's also possible that the social isolation that often accompanies hearing loss is a cause; social isolation is a known risk factor for dementia and other cognitive disorders. The primary reason for a hearing aid is still to enhance the quality of your life and your ability to stay engaged with others. But as a secondary benefit, a hearing aid may help delay or prevent dementia.

You can find out more about the link between hearing loss and falling at http://www.hopkinsmedicine.org/news/media/releases/hearing_loss_linked_to_three_fold_risk_of_falling and hearing loss and dementia at http://www.hopkinsmedicine.org/news/media/releases/hearing_loss_and_dementia_linked_in_study



HOW SOUND WORKS



1
Sound waves enter your outer ear and travel through a narrow passageway called the ear canal, which leads to your eardrum.

2
Your eardrum vibrates from the incoming sound waves and sends these vibrations to three tiny bones in your middle ear. These bones are called the malleus, incus, and stapes.

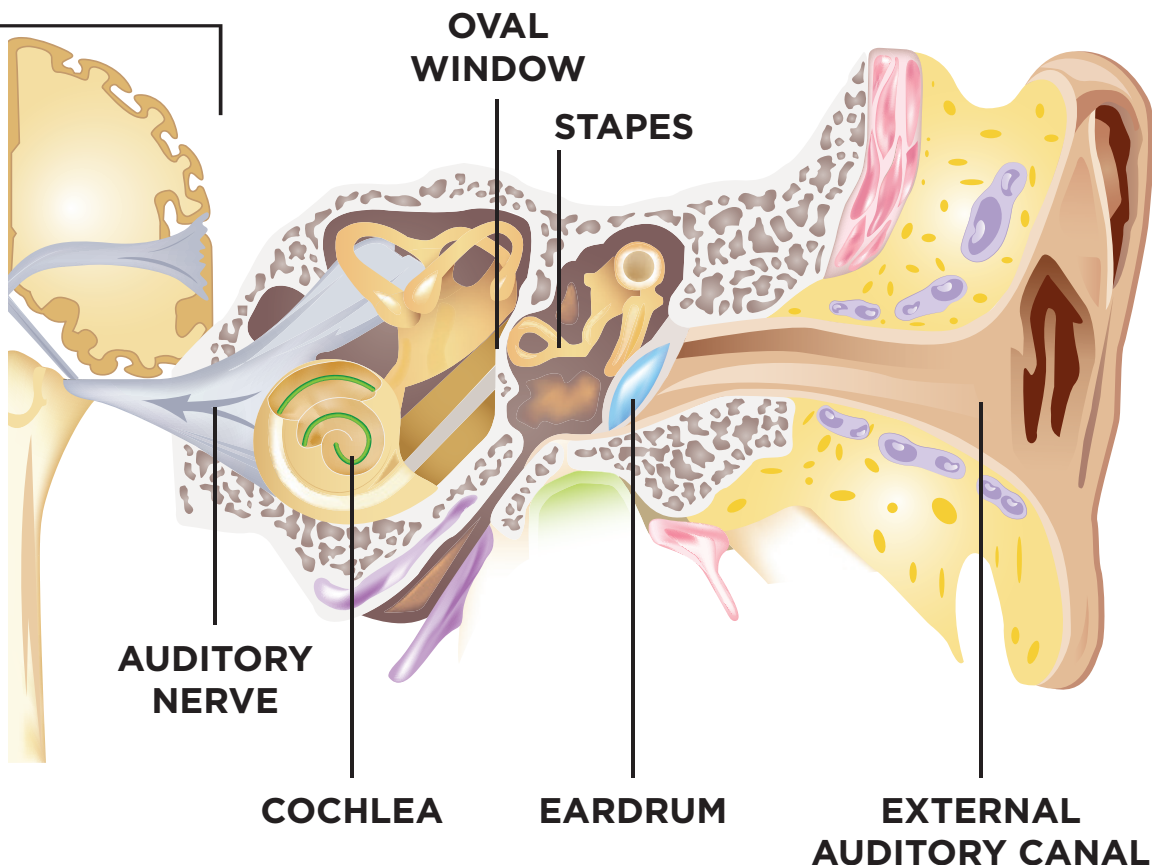
3
The bones in your middle ear amplify the sound vibrations and send them to the cochlea, a snail-shaped structure filled with fluid, in the inner ear. An elastic membrane runs from the beginning to the end of the cochlea, splitting it into an upper part and a lower part.

4
The sound vibrations cause the fluid inside your cochlea to ripple, and a traveling wave forms along the membrane.

5
Your hair cells — sensory cells sitting on top of the membrane — “ride the wave.” As the hair cells move up and down, they create an electrical signal.

6
Your auditory nerve carries this electrical signal to your brain, which translates it into a sound that you recognize and understand.

AIN



THE BENEFITS OF BINAURAL HEARING – TWO EARS ARE BETTER THAN ONE

Just as you use both eyes to see clearly, you need two ears to hear clearly. Here are some of the benefits of being able to hear with both ears:

1. Better understanding of speech; your brain can focus on the conversation you want to hear.
2. Better sound identification. Often, with just one hearing ear, many noises and words sound alike. But with two ears, sounds are more easily distinguishable.
3. Larger hearing range. A person can hear sounds from a further distance with two ears, rather than just one. A voice that's barely heard at 10 feet with one ear can be heard up to 40 feet with two ears.
4. Better understanding in group and noisy situations.
5. Localization. Hearing with both ears allows you to better determine where a sound is coming from.
6. Feeling of balanced hearing. Two-eared hearing results in a feeling of balanced reception of sound, hearing with one ear creates an unbalanced feeling.

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+

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From helping you better distinguish speech from background noise to eliminating annoying echos, Signia AX hearing aids are changing the way you hear and the way you feel about hearing aids. Available in a wide variety of models and styles.

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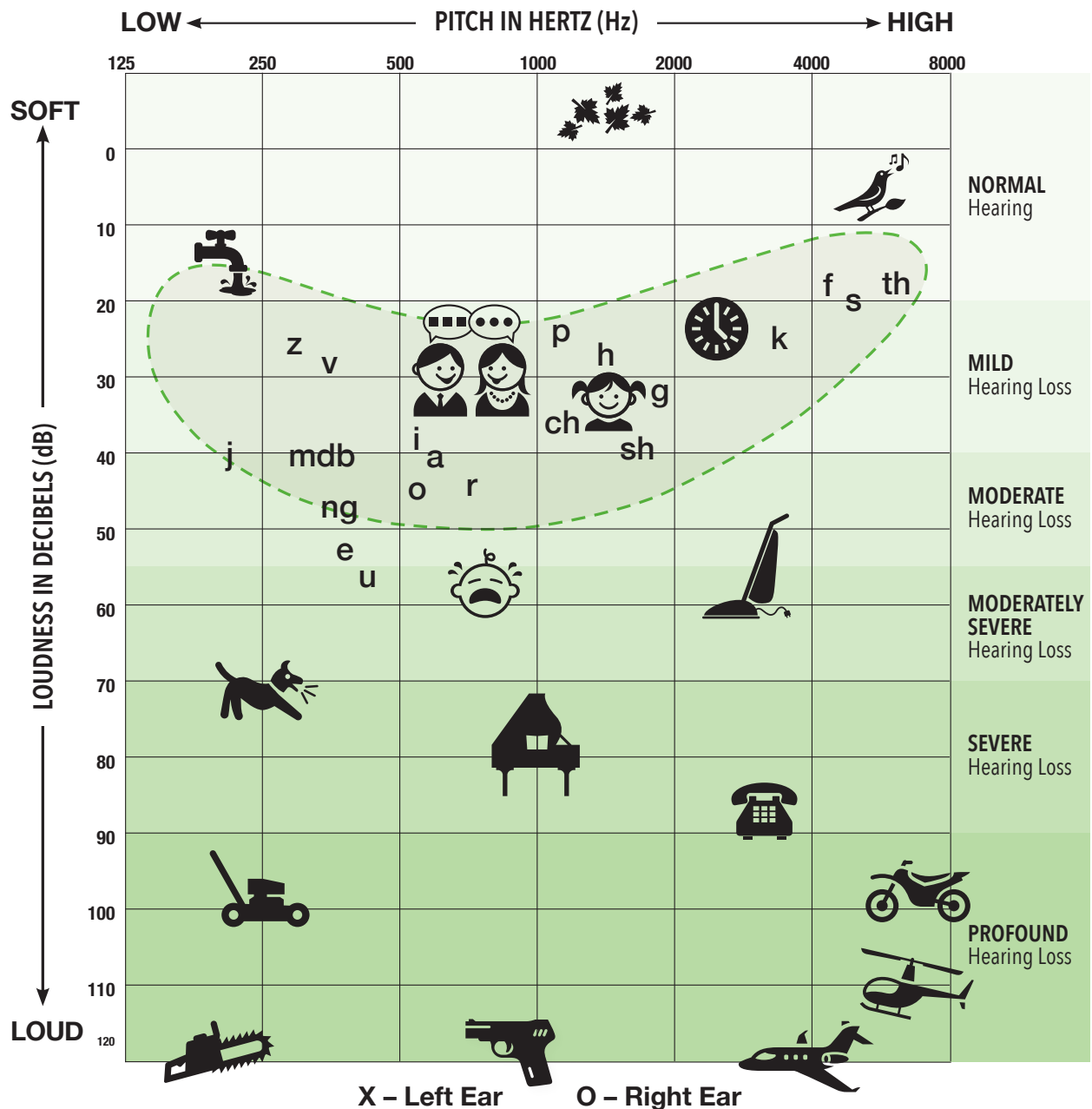


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AUDIOGRAM OF FAMILIAR SOUNDS

This is an audiogram that features where common sounds lie based on loudness and pitch. You will see on the diagram a dotted line that is in the shape of a banana, we call this the speech banana. The speech banana represents the intensity and frequency of sounds of speech or vowels and consonant sounds in speech. Hearing loss within the speech banana can have negative implications on your ability to follow what is being said.



YOUR BEST HEARING TREATMENT PLAN

Your treatment plan for your best hearing includes the following services to ensure improvement in your hearing and your satisfaction.

Implement and Evaluation

- Fitting Appointment
 - Your hearing instruments will be programmed and customized to maximize your hearing.
- Trial Period
 - You will have ____ days to work with your hearing instruments and ensure they are the right fit for you. If needed, we can change the level of technology, instrument type or style.
- Follow-Up Visits/Retraining Time
 - You will return for an unlimited amount of visits during your trial period to adjust and fine-tune your instruments to your listening preferences and to maximize your benefit.
- Verification of Better Hearing
 - Testing will be completed during your trial period to determine the improvement your hearing instruments provide.

Ongoing Care

- Verification testing to ensure your instruments are working to the best of their ability
- Introduction of new treatment options and technological developments
- Complimentary Clean and Checks
- Complimentary reprogramming and adjustments

Product Protection

- ____ Year(s) Repair Warranty
- ____ Year(s) Loss & Damage Warranty
- Free Battery Program including ____ cells

Technology Level: _____

Left Ear: \$ _____

Right Ear: \$ _____

Additional Technology: \$ _____

Total Plan Price Quote: \$ _____

Provider Signature _____ Date _____

IMPORTANT NEXT STEPS

A typical follow-up program begins with a call from our staff 48 hours after your visit to make sure everything is okay and answer any immediate questions you may have. Then you'll return for several check-ups during the first year to help you adjust to your new hearing aids and do any additional fine-tuning to their performance. After that, we'll be available to help with cleanings and further testing as well as future annual screenings to see if your hearing has changed and to make any necessary adjustments.

Improving Communication with Your Loved Ones

Your hearing instrument will greatly help your ability to hear, but it will not restore your hearing. Also, there is some adjustment time when you start wearing a hearing instrument, ensure you and your loved ones follow the tips below to improve communication:

- 1) Talk face-to-face.** This will ensure you have their attention and you can use visual cues like facial expressions and mouth movements to help your hearing.
- 2) Increase lighting.** This will also help with seeing visual cues.
- 3) Remove mouth distortions.** Chewing gum or eating while talking changes the way your words sound and the way your mouth moves.
- 4) Reduce background noise.** Turn off the TV and radio.
- 5) Speak at a natural pace and volume.** Speaking faster or slower and shouting exaggerates your speech.
- 6) Rephrase.** Instead of repeating yourself when "What?" is asked, rephrase your statement to give extra insight into what was said and to reduce frustration.



ONGOING SUPPORT AND CLIENT SATISFACTION

As you'll discover, getting a hearing aid isn't a one-time event. We provide a complete follow-up program to ensure you're completely satisfied with how your hearing aids are working and feeling. Not just now, but for years to come.

We want to be your lifelong hearing healthcare provider. Please let us know during your follow-up appointments or anytime how we can help you achieve your hearing goals. Your satisfaction is what is most important to us, so please do not hesitate to contact us with any needs or feedback you have.

We are fully committed to help you hear better and live your life to the fullest. We believe in the products and service we provide and promise you that you will be hearing and living better.



NOTES:



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