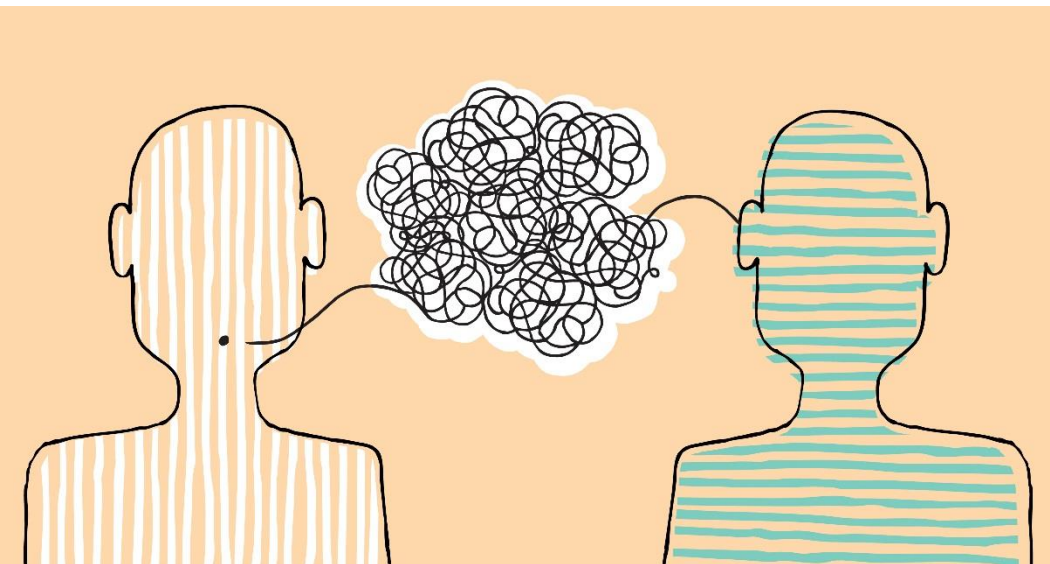




COMMUNICATION STRATEGIES



Communication between an individual with hearing loss and the communication partner can be difficult; however, both people can play a role in reducing the problems that occur during a conversation. There are important communication strategies that can be used by both the listener and the communicator to make the conversation easier.

1. **Get the attention** of the listener before speaking, so that they are aware that they are being spoken to and are able to concentrate on what is being said.
2. **Face each other** when talking, and try not to cover your mouth when speaking. It is easier to hear each other when you are facing each other and facial cues can help aid in the conversation.

3. **Reduce background noise** in the environment. Try to mute or turn the volume down on the TV when talking, or turn the water off in the sink. These are all competing noises that make conversation more difficult.
4. **Rephrase your sentence.** If someone is having difficulties understanding the conversation instead of repeating the sentence, try to rephrase it using different words.
5. **Talk slower** and more clearly. Slowing down speech and talking more clearly will make it easier to hear. Talking loudly or too fast can make speech sound distorted and difficult to understand.
6. **Be understanding** and patient. Remember that if communication is difficult for the communicator, then it is likely an even greater challenge for the listener.

Using good communication strategies can make conversation easier for an individual with hearing loss, and less challenging for both people involved.

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*Our "Ask the Expert,"
Jennifer Johnson, AuD*



HEAR



APPOINTMENT OPTIONS

To service your hearing aid needs, PHS has the following appointment options for you to choose from.



HEARING AID DROP OFF

Drop off service is designed to provide our hearing aid patients the opportunity to have their hearing aids evaluated with a 24 hour turn around. The cost of the drop off service is \$15 per hearing aid.

Walk in patients who are not able to drop off their aid and require immediate attention, can utilize our fast track service, available Monday – Friday, 10-1, this service is available for \$30 per hearing aid.

Drop off service is not available for torn earmolds, adjustments/programming, cracked hearing aids, and damaged devices due to drops, pets, or other disasters not listed.

SCHEDULED APPOINTMENTS

To make an appointment with your audiologist, please call 262-549-5150. Scheduled appointments are required for programming adjustments to the devices, pairing of the phone, questions about care and use. There is no charge for these appointments if you are within your Platinum Care Service Plan.

PLATINUM CARE CHECK

Platinum Care checks are available to patients who are enrolled in our Platinum Care Program. Platinum Care checks are scheduled complimentary biannual clean and check appointments that are performed while you wait. You will be distributed your 24/48 supply of batteries. If you have missed your appointment, no problem, we will distribute you a pro-rated supply of batteries to get you back on track. Tubing change, wax trap replacement and dome replacement are included in the program. Supply purchases are not included in the Platinum Care program. The Platinum Care plan will expire five years after the purchase date.

ASK THE EXPERT: PSAP

THE DIFFERENCE BETWEEN A HEARING AID AND A PSAP

QUESTION: WHAT IS A PSAP?

PSAP stands for personal sound amplification products. PSAP's are inexpensive devices that are purchased over-the-counter or online and help to amplify sounds. These devices are not custom made for each individual ear, and are not programmed according to the individual's hearing loss. They contain more basic technology. PSAP's are unregulated devices that are intended to help boost hearing in different environments for people with essentially normal hearing.

QUESTION: WHAT MAKES PURCHASING A HEARING AID DIFFERENT FROM A PSAP?

Hearing aids are purchased from a medical professional that will evaluate both the status of the ear and the individual's hearing. This will help to identify any medical problems that may be causing hearing concerns such as ear infections, ear wax, an asymmetry between ears, and any other type of ear-related problems that may need to be medically evaluated. Different types and degrees of hearing loss will determine the appropriate levels of technology, amplification, and features in the hearing aids.

Hearing aids are programmed according to an individual's hearing loss, which is determined by the hearing evaluation. These devices have different features in them, to help make hearing more comfortable in different listening environments, such as reducing background noise and wind noise. They can also be custom made to fit more comfortably in the ear.

Recent research published in The Hearing Review has shown that when the performance level of a PSAP was compared to that of hearing aids, that people reported both better speech intelligibility and sound quality from a hearing aid as compared to a PSAP.

QUESTION: WHY CHOOSE A HEARING AID?

Hearing loss is a very common condition and can have a negative impact on a person's life leading to social isolation and increased risk of dementia. Being medically evaluated by a professional and being fit appropriately with hearing aids will help to better address your hearing needs.

