



Central Oregon Audiology and Hearing Aid Clinic, Inc.

Bend: *Doctors Park*, 2698 NE Courtney Dr. #100, Bend, OR 97701

541-389-6669

Redmond: 527 NW Fir Ave, Redmond, OR 97756

541-548-4245

Fall/Winter Newsletter 2010

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- December Hearing Aid Trade-Up Event
- Holiday Closures



A Thanks Giving

October marked 20 years since we opened the doors of Central Oregon Audiology. Sometimes that seems like a long time and other times like a blink of an eye. The newborns that we saw back then have grown up and gone. We have made many friends through our patients and seen such change.

We remember the faces of so many wonderful people who we have had the privilege of knowing during these years, who are no longer with us. We often reminisce and recall together the characters, the kindnesses, the challenges of these individuals who we became so attached to. I write this Thanksgiving note in their memory.

We are grateful to you who allow us to have a warm place to be each day and we promise to continue to do our best. We thank you for the smiles and energy you bring to our reception window. We count our blessings every day.

We wish you Peace this Holiday Season

Back By Popular Demand!

Everyone liked the December Trade-Up last year so we brought it back to finish 2010

Year End Trade-Up Event

**Receive \$1000 CASH-BACK on your old aid pair
(any condition) when you purchase a new
AGX5, 7, or 9 two-device hearing system.**

(or \$500 back on a single instrument)

All visits are included for three years, free batteries and a
75 day trial period 100% money back guarantee.

Offer expires January 17th—Please call for an appointment

Bend 541-389-6669 Redmond 541-548-4245

Attention Burns Clients, Permanent Local Hearing Services

We are very happy to announce that we are now providing services in Burns! Our full service mobile clinic will be at the *Harney District Hospital Every Third Monday of Each Month*. We welcome all patients who have been seen in our Bend and Redmond clinics and *new patients as well*.



Most services available through the clinics are also available in the mobile, including hearing assessment, hearing aid dispensing, cleaning and repair. Patients who have hearing aids but did not purchase them through one of our clinics are entirely welcome to join our Burns clinic. We are able to program and service almost all manufacturers products and we will honor the manufacturer's warranties.

We look forward to seeing you in Burns on our next visits, December 20th & January 17th. You may call the Bend office at any time to make your Burns appointment at (541) 389-6669 or 1 (800) 750-6669.

Invested in You

I believe you all know that our providers do enormous amounts of continuing education. We are extremely committed to being on top of our game so that you receive care and technology unsurpassed anywhere.

It is not just the providers though. Everyone in this office wants to be the best they can be. Below is a shot of our very own conference! We closed the office for 2 days in September so that we could have intensive training on processes and meeting patient needs as a *whole unit*.



Our administrative staff is the most enthusiastic (and ready to jump in and help) group I have ever worked with. Not only are they willing to help, but they are well trained and knowledgeable, so call on them any time.

Hearing Aid Insurance Benefits

Lifewise has many insurance packages and we are aware of some that cover up to \$4000 for hearing aids. If hearing is a high priority in your health, you may give them a call to see what is available.

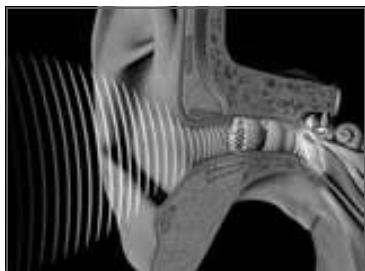
1(800) 596-3440

Clear Choice (now *Pacific Source*) will eliminate their hearing aid benefit on January 1, 2011. The plan currently has a \$250 hearing aid contribution. Please call us ASAP if you need to be scheduled prior to that date to capitalize on your benefit.

- Any insurance benefits are in addition to any special offers that we have, eg.

Insurance benefit
+ December \$1000 Trade-Up
= **\$\$\$ off your purchase**

Deep Fit, Long Wear Hearing Aids...Proceed with Caution



The newspaper is full of advertisements for these devices. We would like to share our feedback with you. We receive daily reports from independent Audiologists across the entire country who are trying to fit these very deep, tiny, invisible hearing aids. The comments are that not much has changed. Problems persist with squealing, hollow echo in the voice, very loud chewing, under powering and breakdown due to ear wax.

That said, there are some excellent candidates for the devices who will not experience these problems. Good candidates are those with a large ear canal and a mild/moderate hearing loss. If you are that person, you are welcome to come for a free trial period. If not, we have excellent, practically invisible products that we will match with your own particular needs. **This is very important.** One size does not fit all. For example, if you are seeking the deep and tiny hearing aid to cut back on wind noise, ask us about the K220, a better choice if you do not meet the deep fit criteria.



This Spring we were joined by Pam Phipps as a full time patient coordinator. Pam has worked in the healthcare environment for the past 12 years. She is a native Oregonian who has lived in Central Oregon since her elementary school days. Pam is a wife, mother and grandmother who enjoys hiking, cycling and camping. We have been so pleased to have her here with us and are especially impressed with her wonderful organizational skills and excellent follow through and attention to detail. We know that you will enjoy getting to know her as she joins Sherry in the front office.





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Help For Your Care Provider

We have initiated a new program of in service training for local Care Providers.

This is a free service offered in our offices once per month for any health care or in-home care giver.

We invite facility care givers to attend this training where we teach hearing aid care and maintenance. Such skills as battery changing, trouble shooting, proper insertion and much more will be covered.

If you receive assistance from a facility or independent care giver, please help us to spread the word and let them know of this free one hour training. We would like to help them to help you.

The contact number for Redmond is 541-548-4245, and Bend is 541-389-6669.