



Central Oregon Audiology and Hearing Aid Clinic, Inc.

Bend: Doctors Park , 2698 NE Courtney Dr. #100, Bend, OR 97701
541-389-6669

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541-548-4245

Holiday Newsletter 2011

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Holiday Hearing Aid Trade-In Event

Your annual opportunity to trade your old hearing instruments and receive credit toward new ones is from **November 15 to January 15**. The Audiologists just returned from Phoenix where they were briefed on new releases and can demonstrate them to you at no charge. If after you have tried new ones you feel confident to trade your old ones, you may do so for a credit of **\$500.00 per unit or \$1000.00 per pair**. You may try any of a multitude of technologies that we offer and most price levels included. Keep in mind that you receive a trial period of 75 days with 100% refund so there is no reason to worry about trying. Please schedule early so we can get this done for you this month. The holidays are a wonderful time to hear the best possible.

Please call for details,

Bend (541)647-2882 / Redmond (541)526-0044.

Veterans

Another great Veterans Day Parade this year provided us an opportunity to pause, reflect and extend our gratitude to service people past and present.

Through the years we have enjoyed our visits here at the office, supplying hearing aids and related services to Veterans. We value and appreciate these relationships. The VA is planning an expansion in Bend and our Vets have expressed concern that they may not be able to continue to come to our offices for care. We have not had official notice from the VA but we do expect it. In fact, the renovation of the new VA facility is under way. If

you feel strongly about continuing your connection with us, please quickly communicate with the VA in writing. We will do the same. It is not our wish to sever these relationships. We are confident that we are able to provide the best care and our hope is to continue to see Veterans for the long term.



Training Days

We wish to express our thanks to any of you who found our doors closed and answering machines on for two days in October. We would like to insure you that we were not "Gone Fishing" as it might have appeared. We took two days to spend together as a group to work on projects that will make us a better more cohesive team in our effort to fully support our patients 100% of the time. We are completely committed to the notion that education, training and coordination for all staff is the key to your experience, your satisfaction and primarily your long term success with the products and services that we provide for you. We have appreciated your patience with this annual activity. We feel that you will benefit when communicating your needs to a well informed front office, discussing the complexities and constant changes in insurance with an up to the minute back office and working on your hearing concerns with Audiologists at the top of their field. What follows is an example of the many projects on which we collaborated. **We bring you our roll out of a new and revamped approach to Tinnitus care.....but before you read on...here is a picture of the team (except me, ha!) during recess.**



(New Tinnitus Care information on next page!)

A Note to You from Sarah

Greetings from Massachusetts! While I am loving this new chapter in my life, I cannot express how much I miss seeing you all and catching up on your day to days. Central Oregon Audiology will always hold a special place in my heart.

Much love and many blessings,
Sarah



Quota Club



On Saturday night, November 5, we had the pleasure of attending the Annual Quota Club Holiday Charity Event. Quota is involved in community service with a focus on hearing disorders. The Holiday Auction was a wonderful event, raising thousands for the local area. Quota welcomes women of Central Oregon to participate as members or in events, such as Spring Golf Tournament. For more information go to www.quotaofcentraloregon.org or call Susie Decker at 541-382-7446.



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Honduras (cont'd)



Happy Holidays



I am feeling especially grateful this year for having been able to raise my children in the USA. From my family and all the families of Central Oregon Audiology, we wish you Peace, Joy and Prosperity this Holiday Season and the coming year ahead.

*Warmest Wishes,
Jeanette*