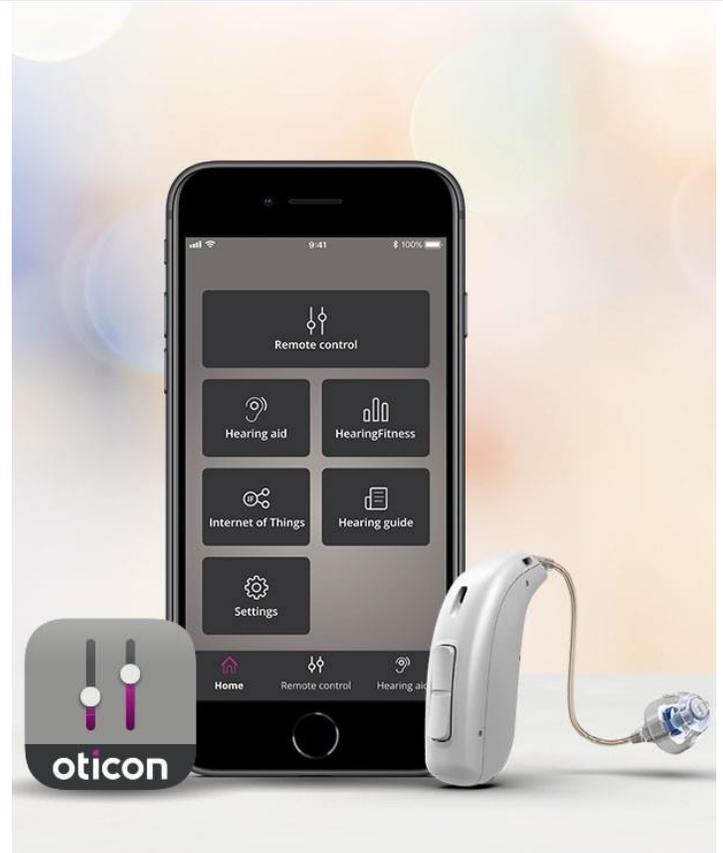


## HEARING AIDS AND SMARTPHONES

Hearing aids have been able to directly stream to select smartphones for several years. In more recent years, most hearing aids have expanded their smartphone compatibility to include most Apple, Samsung Galaxy, and a few other select android phones. The added features of the Bluetooth pairing have expanded the benefit of hearing aids beyond just hearing better.

The Bluetooth functionality brings with it periodic need for software updates both within the app and the devices. Most often, issues with Bluetooth features are not an indication of malfunction but a need for updates in the phone, app or hearing aid. Unfortunately, at this time, most hearing aids cannot complete a firmware update remotely. This requires an in-person hearing aid check appointment with your audiologist. Possible signs that your hearing aids need a firmware update: you had a recent firmware update on your phone, both or one of your hearing aids will not reconnect to your phone or app, and audio is cutting in and out while streaming. Before scheduling an appointment try this simple solution: turn off your Bluetooth, close the app, power off your phone for two minutes, power up your phone, turn on your Bluetooth, and open the app. If connectivity is restored, you have saved yourself a trip to the office. If you are still having trouble, temporarily turn off your Bluetooth until you can see your audiologist.



Remember your hearing aids are independent of your phone and will continue providing you enhanced hearing without being connected. You can always reach out to your specific hearing aid manufacturer. Each hearing aid manufacturer has a direct line for consumers. They are trained to help troubleshoot any streaming problems you may have to determine if it is likely a firmware update or just need to reestablish phone pairing. Like our Facebook and Instagram pages to keep track of update notifications.



Like us on Facebook to read tips on system and application updates, troubleshooting advice and fun facts.



Let others know how we are doing and review us on Google. We value and appreciate your feedback and support.



Follow us on Instagram to read tips on system and application updates, troubleshooting advice and fun facts.

# Appointment Options

Whether you only have time to drop off your hearing aids and pick them up later or you're available all day. We have a variety of appointment options to fit your needs. The first thing to remember is if you call us ahead of time and you're within your service plan, any appointment that you schedule will be no charge. However, if you just drop off your hearing aids without calling ahead then there will be a charge. View the summary below for appointment options.

## Hearing Aid Check (HACK):

- Scheduled 30 minute in-person\* appointment with your audiologist
- Typically scheduled by patient as needed. Can be scheduled by phone or website online
- Ideal appointment for questions or programming needs
- No charge if you are within your service plan
- If out of service plan, starts at \$100

\*For those who have remote programming capabilities through their hearing aids and are in Wisconsin this appointment is available virtually

## Platinum Care Check:

- Scheduled every six months with the audiology assistant
- No charge within your service plan
- Approximately 15-minute appointment where you do not see a provider. You give your hearing aids to the receptionist and wait in waiting room
- If eligible, you will receive batteries or supplies during these appts

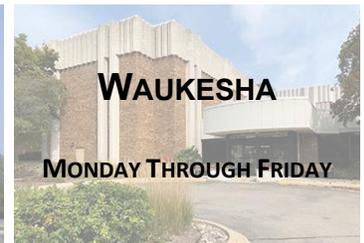
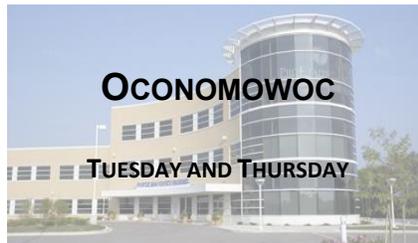
## Drop Off:

- When scheduled ahead of time, service will be completed by the audiology assistant at the time of your appointment while you wait in the waiting room
- Ideal when the hearing aids are not working, or they need to be cleaned and checked. Programming changes cannot be made during at this appointment
- If scheduled, no charge appointment within your service plan
- Drop off without calling ahead, \$15/aid for hearing aids back within 24 hours or \$30/aid for immediate service
- Scheduled drop offs outside your service plan is \$15/aid

\*All pricing is subject to change

# SATELLITE UPDATE

After nearly two years of reduced availability in our satellite locations we are excited to announce that we have returned to our pre-Covid availability.



Call 262-549-5150 to schedule an appointment at any of our locations or check out our website for online scheduling options.

## ProHealth Care Update

If you are seeing your audiologists in one of the ProHealth facilities, please follow their posted guidelines:



**PATIENTS ONLY**

For everyone's safety, family members, friends and other companions may not accompany patients.

**Exceptions:**

- A parent or guardian should remain with patients who are younger than 18. Two parents or guardians may remain with teenagers.
- One support person is allowed to assist patients who have dementia or disabilities.

All companions must be 18 or older and wear a mask at all times.

**EVERYONE MUST BE SCREENED FOR COVID-19 SYMPTOMS**

In the last 24 hours, have you had any of the following?

- A fever greater than 100°
- Upper respiratory symptoms
- Sore throat
- Cough
- Muscle/joint pain
- Headache
- Hoarseness

Please alert us if you have had any of these symptoms. If you have been free of symptoms, take a sticker from the table and place it on your shirt or coat.

PROHEALTH CARE

- Patients Only
  - Parent or guardian allowed for patients under 18.
  - A support partner allowed for patients with dementia or disabilities.
- Everyone must be screened for covid symptoms.
  - If symptoms are present let them know
  - If symptom free place a sticker on your shirt or coat

Masks required for everyone

- Medical-grade masks only
  - Surgical masks
  - N95
  - KN95
- Ask for a mask if you need one.



**Masks required for everyone**

Medical-grade masks only

- Surgical mask
- N95
- KN95

Ask us if you need a mask.

PROHEALTH CARE