

SUMMER
UPDATE
2025

Sound BYTES

INFORMATION FOR YOUR EARS

Welcome Kelsey!

Kelsey has joined our audiology family as our newest audiology assistant. You may recognize Kelsey from her previous role as a front desk receptionist prior to transitioning to new roles in our audiology department. She works alongside our other audiology assistant, Haley, who has been with our practice for over eight years. Kelsey recently finished her Master of Science degree in Psychology at Tiffin University in Ohio. In her free time, she enjoys spending time with her boyfriend, family, and spending time outdoors.

Our audiology assistants support our team in numerous ways. You may interact with one of them for hearing aid cleaning and drop-off appointments, answering calls and scheduling, or rooming you for an appointment. They are a crucial part to the success of our team!



Welcome Erika!

Erika has joined our practice as part of our clinical externship program in coordination with the University of Wisconsin-Madison. Erika is currently completing her final year of the Doctor of Audiology (Au.D.) program at the University of Wisconsin-Madison. She earned her Bachelor of Science degree in Communication Sciences and Disorders, with a minor in Early Childhood Studies, from the University of Minnesota Duluth in 2022. Erika's clinical and research interests include hearing aids, auditory rehabilitation, and patient-centered care for individuals and families navigating hearing loss. Outside of the clinic, Erika enjoys spending time with her husband and their dog, Coda, exploring the outdoors, and discovering new local coffee shops. She will be mentored by our audiologists in our clinic until her graduation this spring!



Caring for your Hearing Aids in the Summer

Summer is here! And with that comes warmer weather, sunny days, and time spent at the lake or pool. Here are some tips and reminders for taking care of your hearing aids during these summer months:

Moisture/sweat → Most hearing aids are water resistant, but they are not waterproof. That means you should take them out when swimming and showering. If you struggle to keep your hearing aids dry, ask your audiologist about using a hearing aid drying kit, hearing aid blower, or electronic dryer. If your hearing aids do get wet, turn them off and dry with a towel. Contact our office if your hearing aids show signs of malfunction, which can include cutting in and out, static, or inconsistent functioning of the device.

Hazardous materials → Apply sunscreens and bug sprays prior to putting on your hearing aids and wash your hands before inserting your hearing aids. This will lessen the risk of the hearing aids microphones getting dirty/clogged with these materials. Clogged microphones can lead to a weak sound quality or no amplification. If you notice reduced performance with your hearing aids, contact our office for a drop off appointment.

Storing → Store in a cool, dry location when not using. Avoid storing your hearing aids in a hot car or leaving outside on a hot, sunny day. Keep a travel case/pouch handy for when you are on-the-go and need a place to store your hearing aids. You will want to either open battery doors (if disposable) or manually turn off the hearing aids using manual buttons (if rechargeable) to conserve battery and prevent “squealing” when storing.



The Accessory Advantage

Technology in hearing aids has come a long way and is capable of adapting to various listening environments. However, distance and background noise can still be barriers to communication in certain environments. A hearing accessory is a great option to overcome these barriers. Here is a list of hearing aid accessories that are available:



Remote microphone: This device is worn by the communication partner transmitting their voice directly to the patient's hearing aids. This works well in meetings where the speaker is at a distance and in noisy environments, like a restaurant. The remote microphone only amplifies the voice directly speaking into it, so the speech becomes louder than the background noise.

TV streamers: In many households, the loudness of the TV cannot be agreed upon. With the TV streamer, the sound is streamed directly to the patient's hearing aids. The loudness can be adjusted to preference. Also, the patient is still able to hear around them which allows them to communicate and hear any sounds occurring in the environment. This is an advantage over traditional TV ear headphones, in which the user wears a headset preventing them from engaging with their surroundings.



Table microphones: This works well in group environments. The device is a small disc that has an array of microphones, which can be set down on a table. It can be set to automatic mode, in which the microphones will search for the loudest speech and focus on that for the patient. Or the patient can select the beam of the microphones to focus in the direction the patient is interested in hearing at that time.

Remote controls: Most hearing aids can be adjusted via an app on a smart phone or with a button on the hearing aid itself. For some individuals, these buttons can be difficult to manipulate, especially for those without a smart phone. A remote control is a great option to be able to easily adjust the hearing aids. The remote control allows the patient to easily see the buttons to quickly adjust the hearing when needed.



Unfortunately, hearing aid accessories are underutilized in our industry. This may be due to patients being unaware they are available or unsure how to use them. The audiologists at Professional Hearing Services can demo these devices for you, and once fit show you how to use them. Most devices are user friendly. Hearing aid accessories can add a lot of value. We often hear compliments regarding the excellent sound quality of these devices and the benefits.

An update regarding our phone system



Recent updates to our clinic's phone system have led to longer waits, issues with the virtual queue, and calls disconnecting. We understand your frustration regarding this issue and apologize for the inconvenience this may have caused. Please know we are aware of these issues. Our office is working with technical support to remedy the issues; however, it is taking longer than anticipated.

If you are unable to reach us by phone, kindly email audiology@professionalhearingervices.com. This email is monitored on a regular basis throughout the day. Thank you for your patience and understanding.

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