

# AGX HEARING Protection Plan



## Verify



## Protect



## Validate

The first 75 days

### Your foundation for better hearing:

- 75-day adjustment
- 75-day retraining
- Complimentary batteries
- Personalized listening assessments
- Technology performance verification

The first 3 years

### Preserving your hearing wellness:

- Regular technology checks
- Complimentary technology cleaning
- Complimentary reprogramming
- Complimentary hearing exams
- Complimentary batteries
- Warranty coverage
- Loss and damage insurance

4 years and beyond

### Ensuring your current needs are met:

- Technology validation procedure
- Treatment solution options

## Better Hearing Checklist

Name \_\_\_\_\_

Test Date \_\_\_\_\_

Audiologist \_\_\_\_\_

Next Appointment \_\_\_\_\_

As you explore moving forward with better hearing, please use this checklist to ensure that you are weighing the most important considerations for your hearing success. Bring this sheet with you to your follow-up appointment. We want to partner with you to make a smart decision.

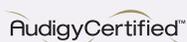
### Consider the following:

- I felt welcome and comfortable with the entire hearing care staff, audiologists, and patient care coordinator.
- I was asked to bring someone with me to ensure that an additional perspective provided a comprehensive understanding of my hearing.
- I was asked about specific situations where I would most like to hear better.
- I was asked what it would mean to me if I could hear better in those situations.
- I felt like the provider's primary concern was understanding my listening needs and their impact on my life.
- Their treatment process was equivalent to the treatment process above.

**Dr. Susan Lopez**  
Audiologist

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Audiologist

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## PURCHASING A HEARING AID -A Consumer Checklist

### TESTING

Were you given a hearing screening<sup>1</sup> or a full hearing exam<sup>2</sup>?

- Were you given a copy of the audiogram and any other test results?
- Were you given a full explanation of all tests?
- Were the effects of hearing loss and cognitive changes in the brain explained to you?



Were you told what type of hearing loss you have?

- What your audiogram means?
- Why you sometimes can "hear" but not "understand"?
- What a hearing aid can do for you and what it can't do for you?
- Were you offered a 75 day evaluation and brain retraining program?

Were you asked about the effect of hearing loss on your life at home, work, school, using the phone, etc.?

Did a "companion" have any opportunity to express the effect of your hearing loss on them?

### CONSULTATION

Do you know why a particular type of hearing aid was recommended?

- Behind-the-ear, in-the ear, in-the canal, completely-in-the-canal, open fitting?
- Were your personal preferences considered regarding style, cost, or remote control?

Were hearing aid features explained to you?

- Directional microphones, number of microphones, self-adjusting volume control, etc.
- Information on connectivity with your cell phone?
- Information about the telecoil and its uses?
- Informed about hearing loops in the Tippecanoe county and area?

Did you receive written material on the information you received?

Was the following covered at the time of your first follow up visit?

- Your listening experiences with hearing aids (in noise, feeling of loudness, discomfort, etc.)?
- Fit of earmolds (comfort, "whistling" noises)?
- How to troubleshoot problems?
- "Real-ear<sup>3</sup>" hearing aids measures rechecked?

Were you and your companion asked about the effect of hearing loss on your life, at home, work, school, when going out, etc.

### FULL DISCLOSURE

Did you receive a written contract detailing the services to be provided?

- Cost of the hearing aid?
- Cost of services and number of follow-up visits included in the cost?
- Cost and availability of batteries?
- Did you receive information about the hearing aid manufacturer that the practice works with?
- Did you receive written information about the evaluation and brain retraining period?
- Fees charged if the hearing aid is returned within the retraining period?

<sup>1</sup> "Hearing screenings are quick and cost effective pass/fail tests to find out if you need an in-depth evaluation for hearing loss.

<sup>2</sup> "Hearing exams (assessments) determine the degree of hearing loss, the type of hearing loss, and the configuration of hearing loss and are conducted in a soundproof booth, including speech in noise.

<sup>3</sup> "Real-ear" systems use a tiny tube microphone to measure speech sounds in the ear while a person is wearing the hearing aid.