

Spring News



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Dear Member

We trust you are well and are enjoying the arrival of spring with the beautiful bluebells, daffodils and blossoms in the parks and gardens.

At Hearing Auckland, we are delighted to be meeting the needs of Auckland's hearing impaired. We are the only not-for-profit private audiology practice in New Zealand. We constantly fundraise to provide an outreach pathfinder service for those in our community that cannot access or pay for audiological services.

Thank you for your patronage and support which enables us to provide this valuable service. We welcome your donations. Remember that as we are a registered charity you can claim 33.33 cents for every dollar you donate.

In this newsletter we:

- Introduce our new frontline staff
- Talk about rechargeable hearing aids
- Bring to your attention insurance news
- Advise our Christmas hours
- Have a spring special offer for members.

Best wishes
From the team at Hearing Auckland

Staff update

We are pleased to introduce our customer service team:

Ruth, with a solid background in office administration, joined the team in July 2018. She works Wednesday to Friday between 9 and 4.30, with a 10am start on Wednesdays. Ruth is a keen cyclist and in her spare time she loves to get on her bike.

Manju joined the team in May and works from Monday to Wednesday between 9am and 2pm. Her Master Degree in Human Resource Management and background in office management and accounts are a key asset. Working part time enables her to be available to her 9-year-old daughter after school. In her spare time, Manju loves to read, her latest book being one of Lee Child's thriller novels.

Debs who comes to us from an administration role at Starship Hospital joined the team in September and works from Tuesday to Friday between 11.30am and 4.30pm. She and her husband have three children. Debs loves to travel, with her most recent adventure being a family skiing holiday in Whistler, Canada.

Ruth, Manju, and Debs will always be your first point of contact should you need to make an appointment with our audiologist, one of the ear hygienists, or the visiting hearing therapist. They are pleased to assist you with hearing aid battery and accessory orders. Should further service or advice be required they will book you with our visiting hearing therapist or audiologist.

Claudia who has been in the office for some years has moved into a role in our outreach pathfinder service.

Spring cleaning your ears and hearing devices!

With the longer days and warmer temperatures, it is traditionally a time for spring cleaning. Consider whether it is also a time to schedule a Spring Cleaning of Your Ears and/or Hearing Devices and make an appointment for a:

- Hearing Aid clean and check (FREE for Members, \$20 for non-members) and / or
- Ear Wax removal (\$55 with a discounted price if you need this service more than once a year).

Hearing aid insurance - you have a choice

Lost or damaged hearing aids are often covered by your house and contents insurance. When you make a claim to repair or replace your aids some insurance companies suggest their "preferred provider".

Your hearing aids are medical devices which have been tailored to your unique hearing loss. If your insurance company suggests another audiologist, please let them know if you prefer to deal with Hearing Auckland. It is important to know the choice is yours when accessing your insurance claim. Hearing Auckland is willing to work with you to make sure the process and replacement cost is in line with your insurance company's expectations.

Hearing Auckland work with all insurance providers and always ensure the replacement aids are the right ones for your needs. Please let us know if you feel you are not being offered the opportunity to go back to your chosen audiologist.

Rechargeable hearing aids

Rechargeable hearing aids have developed significantly over the past year and are now a very reliable option that deliver a full day (24 hours) of use on a single overnight charge. For those with low vision, or difficulty manipulating batteries and battery compartment doors, a rechargeable hearing aid option is invaluable.

There are two types of rechargeable hearing aid batteries available:

- **Silver-zinc rechargeable batteries** have been around for a few years and offer the flexibility of using disposable batteries as a backup if you forget to charge your hearing aids at night. The silver-zinc battery lasts between six months and two years, and you can easily change them yourself.
- **Lithium-ion rechargeable batteries**, introduced over the past year, are now available from most manufacturers. The Lithium-ion battery lasts 2-4 years, so needs replacing less frequently.

When you come to us to purchase new hearing aids, our audiologist (Mani) will discuss the benefits and costs of rechargeable versus standard hearing aids and assist you to decide which would be most suitable for you.



Our new office hours

Over the past year we have been closely monitoring our office hours and for a number of reasons have made a few changes. Should you phone outside our business hours, or we are busy or on another line, you can always leave a message or contact us via email:

info@hearingnz.org.nz.

Day	Office	Audiologist	Ear Nurse
Mon	9 – 2:30	Not available	9 – 2:00
Tue	9 – 4:30	9 – 4	9 – 4:00
Wed	9 – 4:30	9 – 4	9 – 2:00
Thur	9 – 4:30	9 – 4	9 – 4:30
Fri	9 – 4:30	9 – 4	9 – 2:00

Christmas close down

We close for Christmas on Fri 20th December and reopen on Mon 13th January.

With Christmas less than 3 months away, now is a good time to consider whether you will hear your family well when you get together and whether you need:

- To stock up on batteries or accessories
- Your hearing aids cleaned and checked (free for members and \$20 for non-members). An appointment will be required. Please note: This isn't an Audiologist appointment, so if you wish to see the Audiologist please let our team know. If you need to see the Audiologist at any time there will be a charge for this service.
- Your ears checked for wax by our hygienists – appointment required
- A full hearing check-up by our audiologist – appointment required
- Your hearing aids adjusted by our audiologist – appointment required.

Christmas Draw 15 October to 28 November 2019

Everyone who avoids the Christmas rush and makes a chargeable service appointment with our audiologist will go in the draw to **win a \$100.00 Petrol Voucher**.



Christmas present ideas

Do you have a friend or relative having trouble with their hearing? Consider telling them about our services and giving them a voucher for a screening hearing assessment (FREE).

How is their hearing?

- Everybody appears to mumble;
- Having trouble understanding conversation in background noise;
- Finding it easier to understand others when you are looking directly at people's faces;
- Often turning up the television or radio volume to a point that others complain;
- Missing essential sound cues like doorbells, alarm clocks, smoke alarms;
- Have trouble hearing over the telephone; and
- Turning one ear towards a speaker to hear sounds better.

As a valued client of ours we would like to take this opportunity to help your loved ones with their hearing. We believe that the best audiological care teamed with the latest in hearing technology can truly change lives by increasing social engagement of those you care for. Technology advancement mean that hearing solutions have direct streaming to Bluetooth devices, excellent sound quality and recharge ability. With so many options available we ensure that all our clients have in-depth hearing needs assessment to ensure each hearing solution is individual, as we are all different.

Book an appointment with us if you feel you need an upgrade or you have a friend that requires our services.