

Choice Hearing Center / Modern Hearing Solutions

The Top 10 Things You Must  
Know Before Choosing Your  
*Hearing Healthcare Provider*



Hearing Center Management Company

## Welcome Letter from Eric Mounts, H.I.S./Owner

Dear Friend,

If you are researching hearing healthcare providers and different types of hearing treatment options for yourself, your spouse, or another loved one, you are in the right place. Just like every ear is different, hearing centers are also different. In your search for finding the right hearing healthcare professional, you will most likely find there are several options available, but it is important to know that all hearing loss treatment options are not created equal.



At Modern Hearing Solutions and Choice Hearing Center, our mission is to change lives, advance the profession, and support our community. There is no better reward than seeing how happy our patients are after we boost their hearing clarity! To achieve our vision, and to help you choose the right hearing health care provider, I put this report together: "The Top 10 Things You Must Know Before Choosing Your Hearing Health Care Provider." This report offers vital information you should know about hearing loss rehabilitation and advice on what to ask when consulting with a potential provider.

It is our goal at Modern Hearing Solutions and Choice Hearing Center to help restore conversation and music to our patients' everyday lives. I hope that this list serves as a helpful guide alongside your research and also supports you when asking questions of your potential hearing health care provider. If you have follow-up questions, feel free to give our office a call. We're here to help!

Sincerely,

*Eric Mounts, H.I.S./Owner*

P.S. When you are ready, I urge you to schedule your Complimentary New Patient Hearing Consultation at any of our 6 locations by calling us at 330-935-9030. You may also visit our website at [www.modernhearing.net](http://www.modernhearing.net).

If you are scheduling the exam for yourself, your spouse, or a parent, you may be wondering, at what age you should you schedule the first evaluation? The American Academy of Audiology recommends a screening by the age of 50 in order to rule out possible problems that will be much harder to correct in later years. While many patients feel that age 50 is too early, like every health condition, early identification and early treatment is the gold standard for improving outcomes. We have helped thousands of people of all different ages boost their hearing clarity, and improve their quality of life.

Again, when you are ready to learn more about your options with us, we are 'hear' for you.

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## 1. Do They Have Extensive Experience?

When selecting a hearing healthcare provider, it's essential to find one who has extensive experience. A practiced hearing care professional has more familiarity with different and complex cases - and the more patients they have seen, the better they can diagnose and treat your hearing problems. An extensive background makes it likely that they have treated a case similar to your own and can offer you the same effective treatment.

At Modern Hearing Solutions and Choice Hearing Center, our Hearing Instrument Specialist has more than 30 years of experience in the hearing healthcare industry. First, as a technician where he learned the fundamentals of technology and the practical skills from seeing how technology provides a better hearing experience - if fit properly. Then as hearing instrument expert, making his patients' needs a priority. Today, he and his team continue to meet this objective, focusing on how to improve lives with better hearing. Our certified Audiologist has been helping people hear their loved ones and the sounds of life for more than 20 years.

Having transformed over 10,000 lives in your area since 1992, we're confident we can help you with your hearing needs, too!



## 2. Do They Use The Latest In Technology?

Hearing healthcare today differs a great deal from years past. Computer-designed technology and wireless technologies dramatically increase the precision with which we restore clarity and boost hearing ability. Before you choose your hearing healthcare professional, make sure they offer the most advanced, state-of-the-art technologies, backed by years of experience and expertise.

At Modern Hearing Solutions and Choice Hearing Center, we take our responsibility to you and your hearing health very seriously. We work diligently to stay on top of current trends and new innovations in audiology. That's why we attend many seminars to keep up-to-date with advances in new technology and we fit only the latest technology in hearing devices and accessories. We also offer remote programming, which our patients who travel or who have extended periods away from the local area, love. Technically, this is "telehealth" but on a limited scale (programming only). We are currently assessing full-scale telehealth. Additionally, we are the only local Lyric provider and the largest Phonak provider in your area.

We often offer technology advances to our patients before they are launched, as we have been one of a limited number of practices to participate in worldwide beta tests.



### 3. Are They Award-Winning?

With the Internet today, it is extremely easy to pull up ratings and reviews from patients. Simply go to Google and search for hearing instrument specialist reviews and ratings in your town. And don't be shy about asking for references – and go directly to the source! You have the right to call any hearing healthcare provider and ask for a list of references.

At Modern Hearing Solutions and Choice Hearing Center, each of our offices has a readily available list of references, including patients and local physicians that have volunteered to help advise patients as they first enter the (sometimes overwhelming) world of hearing loss and to help understand rehabilitation experiences from the first-person perspective. We are proud to announce that our efforts to provide the best hearing healthcare possible have been recognized and we have received multiple awards, including:

- Best of the Best Winner by The Times-Reporter
- A+ Rating, Better Business Bureau
- Many 5-Star Reviews on Google

Our professional associations include:

- Member ASHA (American Speech-Language-Hearing Association)
- Member - American Brain Council



## 4. Will You Be Respected and Valued?

When you make an appointment with a hearing healthcare professional, you're setting aside time from your busy schedule to take care of yourself and your hearing health. The last thing you want is to end up waiting around to be seen, especially if you've arrived on time. A hearing healthcare provider's office should recognize that you have other responsibilities and appointments and therefore should offer some flexibility for scheduling appointments. Your provider should also offer you treatment options and put your unique hearing needs first. Be sure to ask about flexible appointment times and treatment options.

At Modern Hearing Solutions and Choice Hearing Center, we don't expect you to spend your whole day with us! Our hearing healthcare team respects your time and works hard to keep our appointment schedule running smoothly. When you come to see one of our specialists, you can trust that your appointment will begin on time. Also, as an independent practice who is not in partnership with any hearing aid manufacturer, we will always recommend the best treatment that's right for you, no matter the brand. We value our patients and are committed to finding solutions, not sales. We also respect the fact that many of our patients are on a fixed income and therefore, offer a number of flexible payment options to fit all budgets.



## 5. Do They Have A Guarantee?

No matter which hearing healthcare office you choose, ultimately you are not making a small investment – in both time and finances. It is important to know that your provider has your best interests in mind, and the best way for them to do this is by offering a guarantee.

Making patients our #1 priority means being highly competitive with our prices. That's why Modern Hearing Solutions and Choice Hearing Center offers a Lowest Price Guarantee. If you see a price that is lower than ours, let us know and we will match it. It's as easy as that!

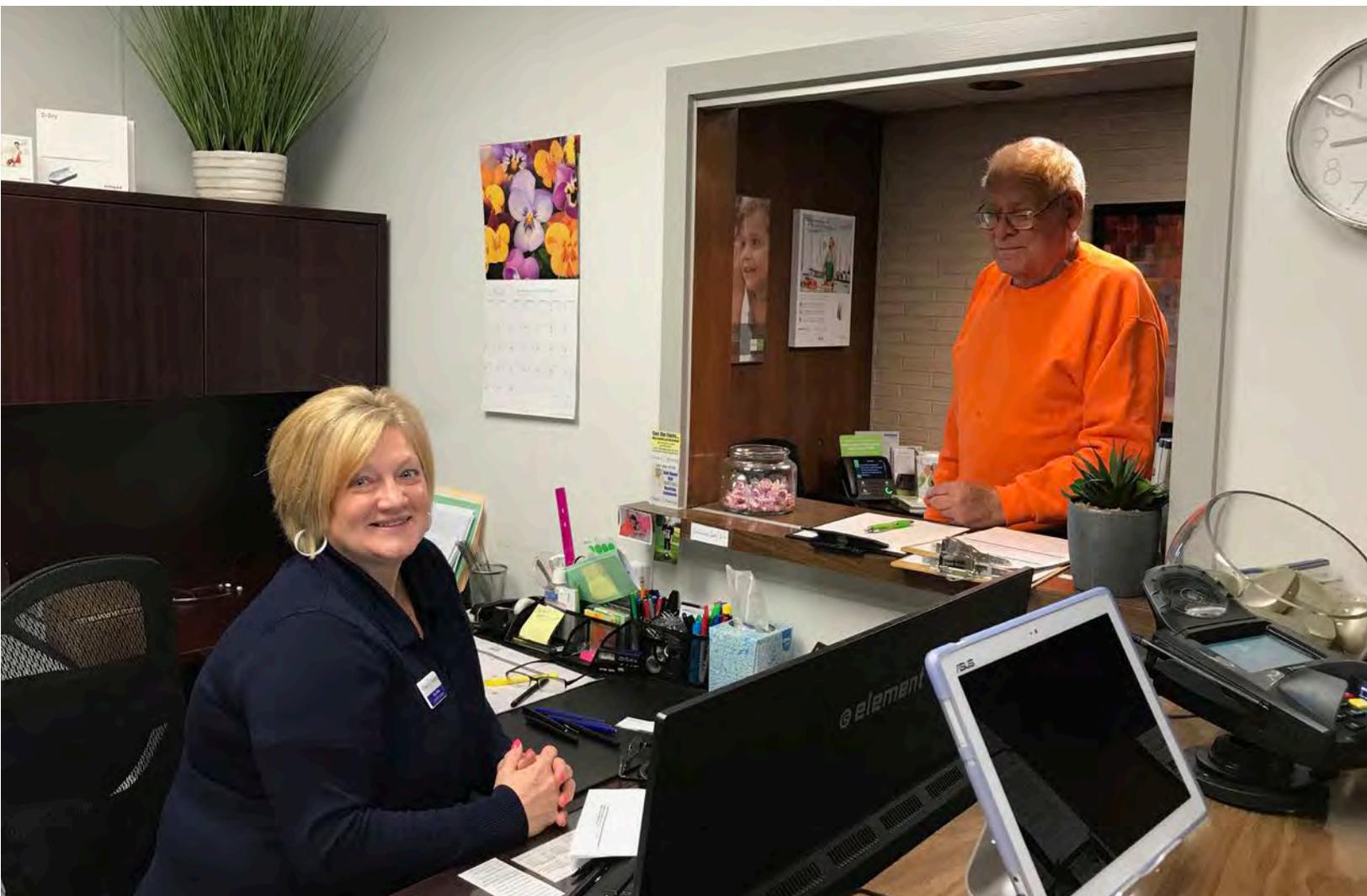


## 6. Do They Help Non-Patients?

While it's easy for a hearing healthcare provider to call itself patient-centric, what happens when a non-patient with ill-fitting hearing aids or a dead battery walks in the door? Will they turn them away or charge exorbitant prices to help them, simply because they aren't a patient?

At Modern Hearing Solutions and Choice Hearing Center, we're all about helping people – patients and non-patients. That's why we're happy to assist anyone who walks through our door, even if they are a patient from another practice and didn't purchase their device from us. If your hearing aid was not properly fitted, we can refit it for you. While small in-clinic repairs and battery replacements are free, if we have to send a hearing aid out for repair, there will be a minor charge.

We also offer second opinions for free! If you're not happy with your hearing aids, come to us for a FREE second opinion.



## 7. Will They Help You In An Emergency?

As ears get accustomed to wearing a hearing device, some patients will notice some itching and an even slighter chance of some very minor discomfort (similar to wearing a new pair of shoes, or even a new pair of glasses). In addition to the complex cognitive changes that happen when restoring hearing clarity potential, patients' will notice a significant improvement in some hearing situations, and perhaps not as much, in some other situations. This is common in the beginning process of hearing loss treatments.

Modern Hearing Solutions and Choice Hearing Center strive to provide an entirely customized experience for your hearing aid treatment and understand that there are times that adjustments become necessary during the early adaptation period. We never want you to experience unnecessary discomfort from your hearing aid. If you are struggling with your new hearing aid in any way, despite following our guidelines, we will make every attempt to see you on an emergency basis. Regular rates will apply plus an in-home visit fee, if applicable.



## 8. Is There A Trial Period On Devices?

Hearing aids are not inexpensive and when a patient first starts wearing them, the adjustment period is typically 30 days, depending on the individual. While many patients do adjust to their devices within this timeframe, inevitably there are some who have a more difficult time adapting to them. Before you choose your hearing healthcare professional, ask them if there is a trial period for their devices.

At Modern Hearing Solutions and Choice Hearing Center, we don't think you should have to take a leap of faith when you purchase hearing aids, so we offer a 30-day no-risk assessment period. If you're not happy or satisfied with your hearing aids after wearing them for 30 days, we will refund 100% of the cost to you. There's no risk in "trying them out" and no problem returning them to us after 30 days for a full refund. We also offer a 60-day exchange period where you can exchange your hearing aids for another device, no matter the reason.



## 9. Do They Offer Discounts?

Let's face it: hearing loss treatment can be costly. To help offset the cost of care, ask your potential hearing health provider whether they offer any discounts on treatment. Discounts on hearing loss treatment can be particularly helpful if you have more than one family member who may be undergoing treatment within the next few years!

Modern Hearing Solutions and Choice Hearing Center always appreciate when patients refer us to family members and spouses who receive a discount off their hearing treatment. We also offer discounts to members of the Military and VA, as well as patients who pay cash.



## 10. Do They Have Same-Day Consultations & Treatment?

If your hearing healthcare provider's office respects your time and money, they should offer same-day consultations and treatments. After all, making a second trip after receiving your treatment plan can be an inconvenience in today's busy world. If you prefer to start treatment that same day, then you should be able to do so. When looking for hearing care, it's in your best interest to make sure that your potential provider can provide this service to you.

When you arrive for your initial hearing screening with our specialist, we don't believe you should have to schedule yet another appointment before you can actually start treatment. After all, the sooner you start, the sooner you can enjoy the sounds of the world around you with improved clarity and understanding! Therefore, if you choose, you are welcome to begin your treatment journey on the same day as your initial appointment! It's that easy and convenient!



## **BONUS - Do They Provide Affordable Payment Options?**

We realize this report is supposed to be the “Top 10 Things You Must Know Before Choosing Your Hearing Healthcare Provider,” but we couldn’t leave out some payment tips to look for when choosing a hearing healthcare professional. Once you are comfortable and you know specifically which provider you want to treat you, your spouse, your parent, or other family members, the next question typically is, “How much is this going to cost and how am I going to pay for this?”

At Modern Hearing Solutions and Choice Hearing Center, we want to make it easy for you to have access to high-quality hearing aid solutions without your treatment being overly burdensome to your finances. As a service to our patients, we are pleased to offer flexible monthly payment options, including 0% interest payment plans for 6, 12, and 18 months and installment plans for 24, 36, and 60 months through AllWell/Allegro. We also take and can help you apply for Care Credit and Wells Fargo credit. You may lease your hearing aids for 48 months through AllWell or lease them through TreatmentFi, which offers three levels of technology. You can upgrade at 36 months, and during this time, any servicing needed and battery replacements are covered.



## Closing Letter from Eric Mounts, H.I.S./Owner

Dear Friend,

I hope this report has helped you learn more about hearing healthcare in general and has potentially shown you how Modern Hearing Solutions and Choice Hearing Center can help you, your spouse, your parent, or another loved one. To accomplish our mission of restoring hearing clarity, improving quality of life, and providing the brain with proper auditory stimulation, we would be honored and grateful to meet and learn more about how we can potentially help boost your or your family member's hearing.

We simply want to answer your questions, address your concerns, and have you experience hearing care at its very best. In fact, it may even be possible that your early hearing evaluation reveals you don't need a full treatment plan!

We will share with you our expert medical recommendation based on our years of experience, advanced diagnostics, and thorough analysis. Our utmost pride is in restoring hearing clarity and transforming lives every day. We love giving back to our local community by providing low-cost treatment and hearing aids to patients throughout your area.

Obviously, there may be other things you should know before choosing your hearing healthcare provider. In fact, I am sure I could have easily doubled the length of this report. If you have questions, please feel free to call us at **330-935-9030**. You may also visit our website at [www.modernhearing.net](http://www.modernhearing.net).

Sincerely,

*Eric Mounts, H.I.S./Owner*

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