



What next?

YOUR AUSTRALIAN HEARING
APPOINTMENT PROGRAM





Welcome

Welcome to the best possible hearing care – your first appointment program with *Australian Hearing*

Depending on your needs, we recommend a program of three appointments.

1. AN INITIAL ASSESSMENT

At your first appointment, a trained clinician will assess your hearing and explain the results to you.

If you require a hearing device, we will help you choose what is best suited to your hearing, lifestyle and preferences.

Where necessary, we will also take an impression of your ear to guarantee a good fit.

2. A SECOND APPOINTMENT TO FIT A DEVICE

At your second appointment, your hearing device is fitted and individually programmed to match your hearing needs.

You will receive a maintenance pack and expert guidance to help you to maintain and get the best performance from your device.

3. A THIRD APPOINTMENT TO CHECK ON YOUR PROGRESS AND TO PROVIDE FURTHER ADVICE

At your third appointment, we monitor your progress, fine tune your device if necessary and provide further advice.

If you feel you require further assistance, we will arrange more appointments.

We understand that it takes time and persistence to grow accustomed to your new hearing device, especially in the first few months, and are happy to assist with adjustments to your device or further counselling.

The clinician you will see is an Office of Hearing Services Practitioner. They will look after you through your hearing rehabilitation program. If you require further medical or specialised advice during your program, they may refer you back to your medical practitioner or to other helpful services.

A photograph of three people holding hands in a circle on a beach. The focus is on the hands of an elderly person in the foreground, which are being held by a younger person in a blue and white striped sweater. Another person's hand is visible in the background. The scene is brightly lit, suggesting a sunny day. Overlaid on the image is a large, abstract graphic consisting of flowing, curved shapes in shades of blue, green, and white.

Ongoing care

We like to keep in touch with you

Our commitment to care does not end with the fitting of a hearing aid. We also offer ongoing support and guidance to help you adjust so you can truly reconnect with the world around you. There are two main ways we do this:

1. MAINTAINING YOUR DEVICE

We like to see you any time you require a repair to your hearing device, new batteries or advice.

We provide a drop-in repair service and have trained staff to do this. Sometimes we can't repair the aid

while you wait but have to send a hearing aid back to the manufacturer to be repaired.

If it is more convenient for you to access these services by post we can arrange this.

2. TWO-YEARLY CHECK UPS

At *Australian Hearing* we recommend a full hearing check every two years. This is important because your hearing, or aspects of your lifestyle that affect your hearing, may have changed.

The two-year check is more than a hearing test. We like to:

- * Check if things have changed socially or health wise. It could mean we help solve new communication problems and give you some fresh ideas on what will assist.

- * See if you are making full use of our services and advice.

- * Expand on what we may have told you in your earlier appointments and teach you new ways to cope with problems.

For example, we can practise using the phone in the office or give you a try on a mobile phone.

- * Fully check your hearing devices.

- * Keep you in touch with local hearing support group activities and what is happening with improving technology in phones, television, hearing aids, assistive listening devices and other communication aids.

We want your hearing aids or listening devices to work well and will assist if this is not the case.

Family and Friends

We welcome your family and friends to attend your appointments if you wish. We can teach them some important communication tips too, like facing you and speaking clearly.







 *Australian*
Hearing[®]
Australia's Hearing Specialist

YOU CAN BE CONNECTED TO YOUR
NEAREST *AUSTRALIAN HEARING*
CENTRE BY CALLING 131 797
www.hearing.com.au

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