



# PENN HEARING AID PROGRAM

PENN AUDIOLOGY



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HEAD AND NECK SURGERY

## ANCILLARY PRODUCTS AND SERVICES

- *Swim molds for water precautions while not wearing your hearing aid or for those with water restrictions for their ears*
- *Custom noise reduction molds for musicians and music lovers*
- *Noise reduction and hearing protection for industrial and recreational use*
- *Amplified and closed captioned telephones for use with or without hearing aids*



Hearing loss can greatly impact quality of life — impairing the ability to communicate effectively, pursue enjoyable activities, and be effective at work. Hearing loss is also very complex, and involves impairment to pitch, loudness, and understanding speech, each with consequences in daily life.

At Penn Medicine, our Hearing Aid Program is staffed by Doctors of Audiology who are licensed hearing aid providers with many years of experience. This expertise enables us to provide the most advanced and effective hearing aids tailored to individual needs and budgets. Penn audiologists are also always taking part in continuing education — keeping abreast of new technology as it becomes available and device software updates as they are released.

The Penn Hearing Aid Program works with a broad range of major hearing aid manufacturers to provide you or your loved one with a hearing aid that meets your cosmetic and budgetary needs with the functionality you expect.

Hearing aid services are provided at multiple sites that are convenient to center city and the suburbs.

- *Perelman Center for Advanced Medicine*
- *Penn Medicine Radnor*
- *Penn Medicine Washington Square*



### Audiometric Evaluation

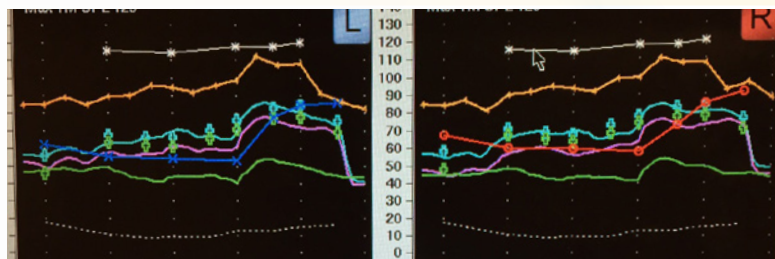
The audiometric evaluation is a hearing test used to define the type, degree, and configuration of your hearing loss. Your Penn audiologist will use state-of-the-art diagnostics to determine your hearing aid candidacy as well as the need for any further medical assessment or intervention.

### Hearing Aid Assessment

*(To be scheduled within four months of your audiometric evaluation)*

Whether you have just received your diagnosis and are purchasing your first hearing aid or if you are replacing existing technology, the fitting process can be complex. At Penn, you will have a dedicated audiologist to guide you through selection, and then optimal fitting and configuration of your hearing aid as well as any other assistive listening devices you may choose to use.

During your hearing aid assessment, designed to evaluate how you use your existing hearing, your audiologist will discuss the benefits and limitations of hearing aids and their current available features. This includes the styles and circuitry available, your unique communication needs, your insights and previous experience, all to ensure that the hearing aid you choose is best suited for you. Impressions or measurements of your ear(s) will also need to be taken.



### REAL EAR VERIFICATION

Real ear verification of hearing aid fitting is provided to every patient to ensure that your device is providing what you need for optimal communication

### Hearing Aid Selection

Individual listening needs as well as cosmetics and cost concerns vary greatly. When selecting a hearing aid, there are many factors that need to be considered:

- *Hearing aid comfort and cosmetic appeal*
- *The use of one versus two hearing aids*
- *Ability to hear when in a quiet room as well as when it is very noisy*
- *Device connectivity for hands-free cellphone, tablet, and computer use*
- *Coating for dust and moisture resistance*
- *Assistive listening devices that can augment the use of hearing aids and help patients with communication needs on telephones, TV, and with hearing in restaurants, crowds, or an auditorium*
- *Tinnitus masking features for those that suffer from the concurrent effects of tinnitus and hearing loss*

At this visit, the audiologist will also provide an estimate of the costs for hearing aids and/or services. New hearing aids are then ordered based on your custom specifications.

### Hearing Aid Fitting

The hearing aid fitting appointment includes acoustic programming of the devices and an in-depth orientation to ensure successful use of the instruments. You and anyone who might help you will be taught how to insert, operate and maintain your hearing aids at this visit. The first few weeks of use are often challenging, when you must re-learn listening skills such as distinguishing important information (speech) from unimportant information (noise). A 30-day trial period allows you to begin to adjust to the instruments, with subsequent visits scheduled without charge during that time. Penn offers this trial period to ensure your successful orientation to the use of the hearing aids and to determine where adjustments need to be made.

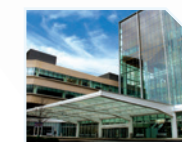
If you decide not to keep them and the hearing aids are returned undamaged with all related supplies and materials within the 30 day period, the charge for the hearing aid is refunded, less a professional service fee.

### Recheck, Maintenance, & Repair

All hearing aids purchased through the Penn Hearing Aid Program come with a warranty that covers loss, damage, and wear and tear of the aids. The Penn Hearing Aid Program also provides a service warranty after your fitting allowing for follow-up appointments with your Penn audiologist for ongoing orientation, questions, programing adjustments, hearing aid rechecks, and repairs. Programming and maintenance of hearing aids purchased from outside dispensers is also available.

FOR MORE INFORMATION ABOUT THE PENN HEARING AID PROGRAM OR TO SCHEDULE AN APPOINTMENT, CALL YOUR PREFERRED LOCATION OR VISIT [PENNMEDICINE.ORG](http://PENNMEDICINE.ORG)

### LOCATIONS



#### Perelman Center for Advanced Medicine

3400 Civic Center Boulevard  
South Pavilion, 3rd floor  
Philadelphia, PA 19104  
**215.662.2784**



#### Penn Medicine Radnor\*

250 King of Prussia Road  
Radnor, PA 19087  
**610.902.5500**

*\* A facility of the Hospital of the University of Pennsylvania*



#### Penn Medicine Washington Square\*

800 Walnut Street  
18th Floor  
Philadelphia, PA 19107  
**215.829.5180**

*\* A facility of Pennsylvania Hospital*