

Information about your new hearing aids

Congratulations!

Congratulations on your decision to enjoy better hearing! We are pleased you have chosen us to be your hearing health care provider. Here you will find a schedule of what to expect with your new hearing aid purchase. Remember, these are guidelines, and your schedule may be adjusted to best serve your needs.

In about two weeks you will receive your hearing aid(s). The hearing aid fitting appointment takes about one hour, and your audiologist will cover all aspects of the new devices.

Generally, you are scheduled for a follow-up appointment one week after your new hearing aid fitting. Your audiologist wants to verify your progress and make sound programming changes as necessary.

What will most likely be your final follow-up is scheduled two weeks after your first follow-up (three weeks post fitting). The audiologist will let you know when they need you to return to the office after this visit, but most patients return every 4-6 months for cleaning and maintenance of the hearing aids.

There is no charge for these office visits, so please don't hesitate to return as scheduled. You are always welcome before scheduled visits if a problem arises. Just give the office a call! Remember, we have offices in Boise, Meridian, Eagle, Nampa and Ontario, to meet your needs.

Services and Warranty

Thank you for purchasing hearing aids from the Elks Hearing & Balance Center! We look forward to providing you with the highest quality service. Please review the list of what is included with your purchase:

- Lifetime cleaning of your new hearing aids
- One to Three year manufacturer warranty, covering any repairs needed
- All services provided by Certified Audiologists
- Lifetime programming adjustments to maintain the best possible hearing

Other services which include an extra fee:

- Cerumen (ear wax) removal
- Comprehensive Hearing Evaluations
- Repairs on the hearing aid if it is no longer under warranty

Join our Battery Bank

We offer a convenient and inexpensive way to be sure you always have high quality, fresh batteries for your hearing aids. Simply call our office whenever you need batteries, and we'll mail them to you or you can stop by and pick them up. We keep a record of the battery size you need for your convenience.

Please talk with your audiologist for more information on the Battery Bank program, and keep your hearing aids working great!

Referrals

We are pleased you have decided to enjoy better hearing and allow us to provide services for you. We look forward to improving your hearing for years to come, we appreciate and value all referrals you wish to send our way! Please have your friend or family member tell us you sent them to see us! As a token of our appreciation, if your referral orders hearing instruments, we will supply you with ten packages of hearing aid batteries for your use. This is a small way to thank you for your support. Please tell your friends and family about us!

Boise - ph. 208.489.4999 • 510 North 2nd Street Suite 201 • Boise ID 83702

Eagle - ph. 208.489.4975 • 3101 E. State Street • Eagle ID 83616

Meridian - ph. 208.489.5999 • 520 S. Eagle Road 1225 • Meridian ID 83642

Nampa - ph. 208.489.5950 • 220 10th Avenue South • Nampa ID 83651

Ontario - ph. 541.881.0970 • 1159 SW 4th Avenue • Ontario, OR 97914