

# Hearing Aid Services of Hollywood

*preferred patient  
newsletter*

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7083 Hollywood Blvd., Suite 302  
Los Angeles, CA 90028

Phone: (323) 463-7109 • Fax: (323) 463-7707 • Website: [lahearing.com](http://lahearing.com)

## Jeff's Corner



A new product has just been introduced that I believe solves the problem for those of you who struggle to understand telephone conversations. *CaptionCall* is an innovative device that amplifies sound and almost instantly translates speech into text on a high-definition screen.

To use this phone, you must have a computer and a traditional telephone line. CaptionCall has a one-time cost of \$99.00, which includes the telephone and installation by Sorenson Relay. There are no additional charges to use this phone. CaptionCall offers:

- *Elegant design*— a sleek, state-of-the-art touch screen phone.
- *One-touch dialing*— dial frequently called numbers with a single touch.
- *Photo phone book*— store phone numbers and caller ID photos for up to 200 people.
- *Customizable audio*— easily adjust ringer or handset volume and pitch to your liking.
- *Telecoil loop connection*— for hearing aids with a telecoil option.
- *Advanced capabilities*— get even more from your phone with additional web-based tools and features.

To obtain a CaptionCall phone, just stop by the office to see the product and pick up the information you need to order it.

*Jeff*

## The do's and don'ts of caring for your hearing aids



- **DO** store your hearing aids in their case immediately upon removing them.
- **DO** keep them out of the reach of small children and animals.
- **DO** clean your hearing aids daily to remove wax and debris.
- **DO** place a storage box next to the phone if you typically remove a hearing aid when making or answering a call.
- **DO** wear them during all waking hours. A stimulated brain is a happy brain.
- **DO** purchase a backup pair of hearing aids or repair your old ones for emergency use.
- **DO** have your hearing aids serviced before taking an extended trip.
- **DO** make sure you have enough batteries and wax filters on hand.
- **DO** have your ears checked at least four times per year if you have wax problems.
- **DO** have your hearing aids serviced at least twice a year.
- **DO** wear a sweatband to protect your hearing aids from moisture during exercise.

*Continued on page 2*

## Jeff Presents a \$500 Donation to the Hearing Loss Association of Los Angeles



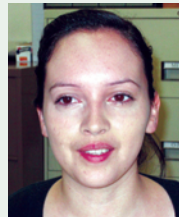
Left to right: Susan Grama, Jeff Grama and Katherine Burns, president of HLA-LA.

I was recently selected as the western regional *Hearing Care Professional of the Year* by Spectrum Brands (Rayovac) thanks to the feedback from so many of you. I chose to donate the \$500 award I received to HLA-LA to help them continue their fine work for the Los Angeles hearing-impaired community.

- **DON'T** ever remove your hearing aids in a bathroom.
- **DON'T** get them wet. If you do, pat them dry, remove the batteries and call me immediately.
- **DON'T** sleep with your hearing aids. You may break or lose them.
- **DON'T** buy bargain batteries. Your hearing aids won't perform as well.
- **DON'T** wear your spouse's hearing aids. They won't fit properly and are not adjusted for your hearing loss.
- **DON'T** store your batteries in a refrigerator.

If you have further questions about caring for your hearing aids, you know you can always call me.

### Welcome Susie!



We welcome Susie Moran, our new receptionist. She loves working with people and has a strong background in customer service. Susie is married, has a three year-old daughter and, in her spare time, enjoys painting and the arts. She looks forward to meeting and getting to know you.

## New Power Products for Severe/Profound Hearing Loss

There is good news for those of you who have a severe to profound hearing loss. Two new products are available that will make a significant improvement in your ability to understand speech in all listening situations.

Oticon and Phonak have introduced super-power behind-the-ear hearing aids that will fit into everybody's budget. Both aids have new and improved anti-feedback technology that controls whistling without reducing the volume of soft speech sounds. Older anti-feedback circuitry could only diminish whistling by decreasing the volume of high frequency soft speech sounds. Those systems reduced feedback, but made it difficult to understand speech in noisy background environments.

The Oticon *Chili III, VII* and *IX* are based on the

*RISE 2* microchip, which has proven to provide excellent separation of speech from background noise. The units work in tandem to automatically locate the speech source using directional microphones. Then, *Speech Guard* and noise reduction technologies enhance speech while decreasing interfering noise.

Phonak's *Naida III, V* and *IX* are based on the *SPICE* microchip, which features *SoundRecover*. *SoundRecover* is a process that moves sounds from high-frequency areas that you can no longer hear to a lower frequency band that you can hear. Studies have shown that, over time, the brain reinterprets the modified information, increasing speech understanding. If you would like to hear a demonstration of these products, give us a call to set up an appointment.