



**THE TOP 10 THINGS YOU MUST
KNOW BEFORE CHOOSING YOUR
AUDIOLOGIST**

NEWSOUNDSOLUTIONS.COM

Opening Letter From Dr. Terri Jo Edwards

Dear Friend,

At NewSound Solutions, our team goes above and beyond to provide you with top-notch hearing care that allows you to enjoy the sounds of the world around you. For every patient, uncompromised quality is our main goal. As an audiologist, helping people restore music and conversation to their lives is my passion. Thousands of patients have trusted us with their hearing health, and we look forward to providing you with the same excellence.

With our advanced in-office technologies, we are proud to offer you comfort and convenience with our hearing aids, hearing assessments, and treatment options. If you or a loved one has suffered from a sense of isolation due to hearing loss, tinnitus, or cognitive decline, our compassionate team is here to help you find the right solution to reconnect you with your loved ones and the world around you.

Ultimately, you should do your research when choosing your audiologist. To help you make your decision, I wrote this report, "The Top 10 Things to Know Before Choosing Your Audiologist." In this report, you will find the 10 most critical things to know, and what to ask, your potential new provider before you commit to a hearing care plan. If you have any questions as you read this report, don't hesitate to call our hearing center and ask! We are here to support you.

To Your Hearing Clarity,



Dr. Terri Jo Edwards

P.S. If you are looking for a solution to your hearing loss, call (817) 587-6935 to reach our Weatherford office or our Granbury office and schedule your **New Patient Consultation** to find out how NewSound Solutions can help you.



Contents

Opening Letter From Dr. Terri Jo Edwards..... 2

1. Do They Have
Extensive Experience? 4

2. Are They Using
NeuroTechnology™ 5

3. Is Your
Overall Wellness Their Concern? .. 6

4. Do They Have
A Satisfaction Guarantee? 7

5. Will They
Respect Your Time? 8

6. Can You Start
Treatment At Your Consultation? 9

7. Will They
Answer All Your Questions? 10

8. Will They
See You In An Emergency? 11

9. Are They
A Published Author?12

10. Do They Offer
Device Repairs For Non-Patients?.13

11. Bonus: Do They Provide
Flexible Payment Options?14

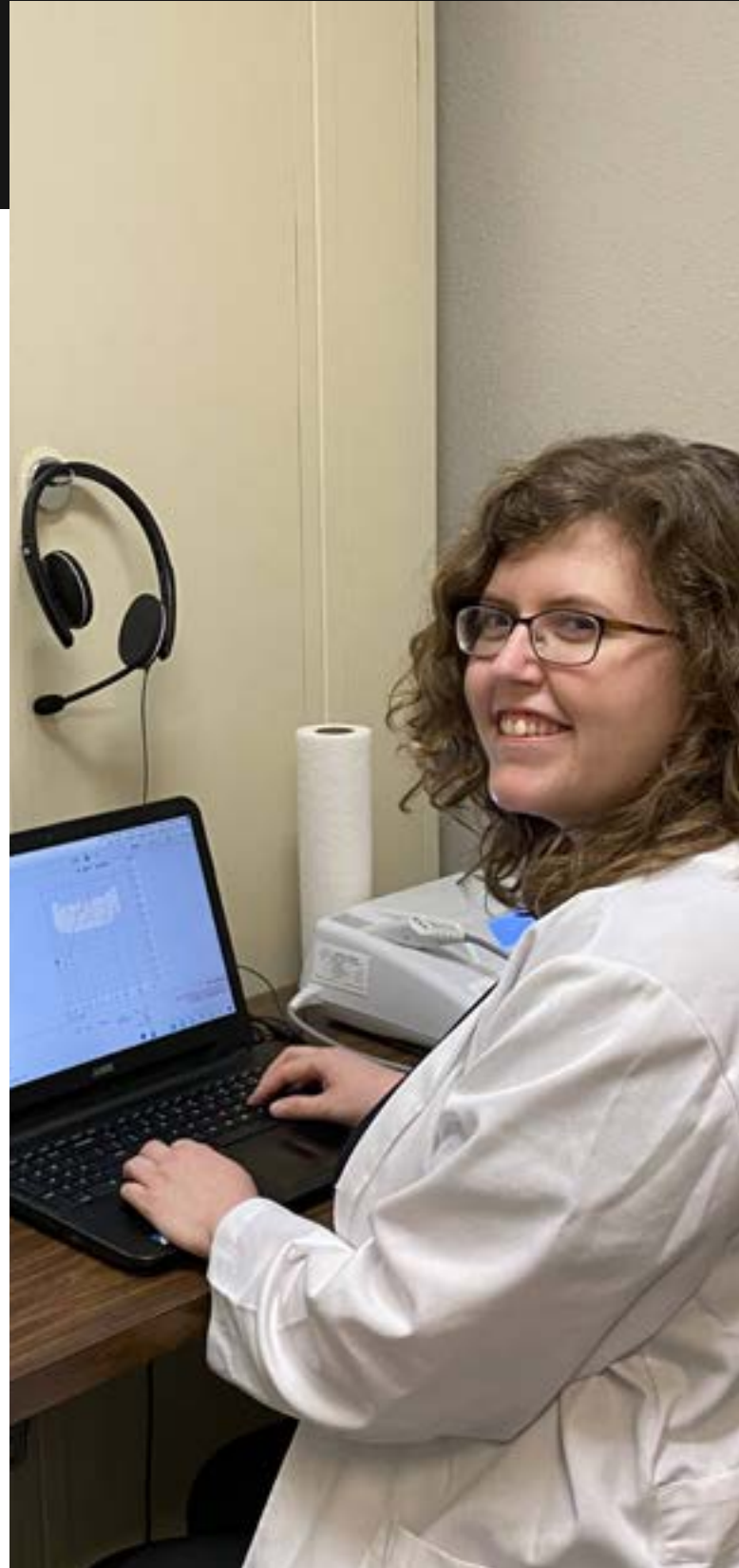
Closing Letter From Dr. Terri Jo Edwards.....15

1. Do They Have

Extensive Experience?

When selecting your new audiologist, their experience should be at the top of your list. Extensive experience means that the doctor has already seen a wide variety of hearing loss cases, making it more likely that they have already treated a case similar to yours. That foresight means that they can predict any complications or risks during treatment and that your treatment recommendation is the best one for your situation.

Our experts have transformed thousands of lives since 1988! Our audiologists, Dr. Edwards, Dr. Mills, and Dr. Mystic are highly trained in hearing loss care and treatment and bring years of experience to our patients every day. Our doctors' background, experience, and knowledge provide the understanding necessary to help your or your loved one's hearing impairment. Our team works to provide comprehensive, personalized treatment plans and identifies each patients' unique hearing profile — this personalization ensures that each treatment is comfortable and successful.





2. Are They Using

NeuroTechnology™

Most people think we hear with our ears, and while that is partially correct, the process of hearing actually happens at the level of the brain. Today's hearing loss treatments are far more than a simple amplifying device behind your ear. The neuroscience behind modern treatments is focused on the brain, cognition, and the effects untreated hearing loss can have on the rest of your body. If your hearing healthcare provider thinks hearing-first, and not brain-first in his/her treatment plan, you are missing out on many long-term lifestyle benefits.

NeuroTechnology™ is designed with cognitive aspects of hearing loss in mind and aimed at restoring the loss of

clarity, providing noise-canceling filters for noisy background situations, and soft-speech enhancers that emphasize the speech of those soft speakers in your life. When searching for your hearing healthcare provider, make sure you find a NeuroTechnology™ specialist who understands the significant negative impacts untreated hearing loss can have on your brain.

At NewSound Solutions, we are committed to providing the highest quality of hearing care and the latest treatment options available to all our patients. We take a brain-first approach to hearing care, focusing on not only restoring your hearing loss but also improving your cognitive function and providing you with long-term results. Call us today to get started on improving your hearing health!

3. Is Your

Overall Wellness Their Concern?

Helping someone restore their hearing clarity isn't just about amplifying sounds with hearing aids. There is a neurological component to hearing loss, and quality hearing care takes that into account. For one, dysfunction in certain areas of the brain can lead to hearing loss, not just dysfunction in the ear itself. In addition, losing your hearing can cause dementia and cognitive decline. Your new hearing care provider should take all these factors into account when building your treatment plan.

NewSound Solutions focuses on the whole picture of your hearing health. We use advanced comprehensive testing to diagnose your condition and recommend cutting edge technology to treat your hearing loss and tinnitus..... We agree that your treatment should have exceptional results so we educate on the brain's adaptation process during treatment and evaluate the treatment using real-ear measurements and functional testing to make sure your brain is receiving the correct stimulation.



4. Do They Have

A Satisfaction Guarantee?

A commitment to improving your hearing health is a big decision, both in terms of time and finances. It is important to know that your provider is going to stand behind their treatment recommendations as well as the devices they fit you with. Check to see if your potential new provider offers a guarantee for devices to make sure that you are completely satisfied. If they don't offer any sort of guarantee, it may be a sign that you will not be well

taken care of throughout your hearing restoration journey.

At NewSound Solutions, we guarantee that you will be able to hear better after treatment. That's why we proudly offer a satisfaction guarantee on all hearing devices from our offices. If you are unsatisfied with how your hearing devices are working for you, simply let us know and we will do our best to make it right. That's our promise to you!





5. Will They

Respect Your Time?

When you go to a hearing appointment, you don't want to sit around waiting to be seen, especially if you were respectful enough to be on time. For many busy patients, it's challenging enough to find time to make and keep an appointment, and you should never have to wait. If you value your time, ask your potential new provider about their wait times, and do a search online to find out what the office's waiting room reputation is.

At NewSound Solutions, our goal is to make you comfortable and while we hope that you enjoy your time at our office, we don't want to keep you waiting. We know that your time is valuable, and our team respects that and works hard to keep our appointment schedule running smoothly. When you come to see us, you can trust that your appointment will begin on time and that you will have ample time to speak with our doctor to have all your concerns addressed and all your questions answered.



6. Can You Start

Treatment At Your Consultation?

Same-day treatment starts show that your audiologist respects your time and money. If you have to return for a separate appointment after receiving your treatment plan, it requires a second trip to the office and can be an inconvenience for you. If you would rather start treatment that same day, then you should be able to do so. Make sure that your potential audiologist can provide this service to you.

At NewSound Solutions, we respect your time and don't want you to have to wait for your initial appointment with us. That's why we offer same-day consultations, plus same-day treatment starts for your convenience. If you need help after hours or over the weekend, we can see you as soon as possible on the next business day.



7. Will They

Answer All Your Questions?

When you or your loved one meet with your new audiologist, you should be made to feel comfortable and have your concerns addressed. We understand the importance of hearing and the distress associated with making the decision to treat one's hearing loss. That is why our offices must meet a high standard for setting a welcoming and comfortable environment, including a welcoming staff to alleviate a person's feeling of anxiety or grief.

At NewSound Solutions, our doctors and our professional team take the time

to listen to your concerns, answer your questions, and give you the attention you deserve during each and every visit to our offices. We also take an educational approach to treatment to ensure you're fully informed about your hearing condition and our treatment recommendation. We want you to feel completely comfortable with your experience and strive to provide you with compassionate care to address your personal hearing or cognitive problems – this is the cornerstone that drives our practice each and every day.

8. Will They

See You In An Emergency?

As ears get accustomed to wearing a NeuroTechnology™ hearing device, some patients may notice itching and an even slighter chance of minor discomfort (similar to wearing a new pair of shoes, or even a new pair of glasses). Our providers offer customizations for your NeuroTechnology™ prescription (i.e. changing the sound output to meet your hearing needs). While we offer these services at no charge within the adaptation and warranty period, it's important you ask about customization costs with your audiologist before you start treatment.

Because we strive to provide an entirely customized experience for your hearing aid treatment, 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 provide you with an emergency customization appointment at your convenience.



9. Are They

A Published Author?

Selecting a hearing center with a team of intelligent, highly skilled experts is crucial when it comes to the health of your hearing. Ask your potential new audiologist how long they have been practicing, how many patients they have treated, and whether their experience includes treating a variety of cases. You should also consider whether your potential audiologist has authored any

books on hearing healthcare and if they focus on patient education as part of their treatment.

At NewSound Solutions, our team of experts has transformed the lives of thousands of people since 1988. Our audiologists bring years of experience and advanced training to our patients each day. We take an educational approach to treatment ensuring you're fully informed about your hearing condition before proceeding with treatment, starting with Dr. Keith



Darrow's and Dr. Terri Jo Edwards' Book, Choose Active-Aging, which every patient receives in the mail prior to their initial consultation. Providing you with the education necessary to

understand your hearing issues and the best methods of treating them means you are better equipped to experience successful treatment. Schedule your consultation today to secure your copy!



10. Do They Offer

Device Repairs For Non-Patients?

Hearing aids vastly improve the quality of people’s lives, allowing them to communicate, engage, and enjoy the sounds they’ve been missing. But if a hearing-aid user stops wearing their device due to an improper fit, dead battery, or needed repair, what use is it to them if they can’t afford to see their audiologist?

At NewSound Solutions, our belief that better hearing leads to a better life means we’re all about helping everyone – both patients and non-patients. That’s why we are happy to assist anyone who walks through our door, even if they are a patient from another practice and didn’t purchase their hearing devices from us. If your hearing aid was not properly fitted or is in need of small in-clinic repairs or battery replacement, we are here for you!

11. Bonus: Do They Provide

Flexible Payment Options?

I realize this report is supposed to be the “Top 10 Things You Must Know Before Choosing Your Audiologist,” but I couldn’t leave out some payment tips to look for when choosing a professional. Once you are comfortable and have chosen the right audiologist for you, your parent, your spouse, or another family member, the next question typically is, “How much is this going to cost, and how am I going to pay for it?”

Restoring your hearing clarity is our goal, and at NewSound Solutions, we believe that everyone deserves clear hearing regardless of financial status. We work closely with you to understand your hearing needs as well as your financial needs. We proudly accept most insurance plans and offer financing plans through TreatmentFi and CareCredit. Ask for more details at your initial consultation.



Closing Letter From Dr. Terri Jo Edwards

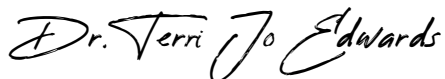
Dear Friend,

I hope that this report has helped you learn more about audiology and shown you how NewSound Solutions can help you, your spouse, your parent, or another loved one. To accomplish our team's mission of restoring hearing clarity, treating tinnitus patients, and improving quality of life, our team would be honored to meet and learn more about how we can help boost your or your family member's hearing.

We are here to answer your questions, address your concerns, and have you experience audiology at its very best!

We will share our expert medical recommendations based on our years of experience, advanced diagnostics, and thorough analysis. Our pride is in restoring hearing clarity and transforming lives. Of course, there may be other things you should know before choosing your audiologist. In fact, I'm sure I could have easily doubled the length of this report!

To Your Hearing Clarity,

A handwritten signature in black ink that reads "Dr. Terri Jo Edwards". The signature is written in a cursive, flowing style.

Dr. Terri Jo Edwards

P.S. When you are ready, call (817) 587-6935 to reach our Weatherford office or our Granbury office and schedule your New Patient Consultation to determine if you can benefit from hearing aids or other treatments. At that time, we will review your treatment options and answer any questions you may have about audiology or our office in general.

