

# Why I love and hate my hearing health care provider

**International Conference on Adults with Complex Hearing Needs**

Anna Gilmore Hall

Hearing Loss Association of America

December 7, 2015



*The Nation's Voice for People with Hearing Loss*

# LOVE



- Two experts working together



# Love

Waiting Room

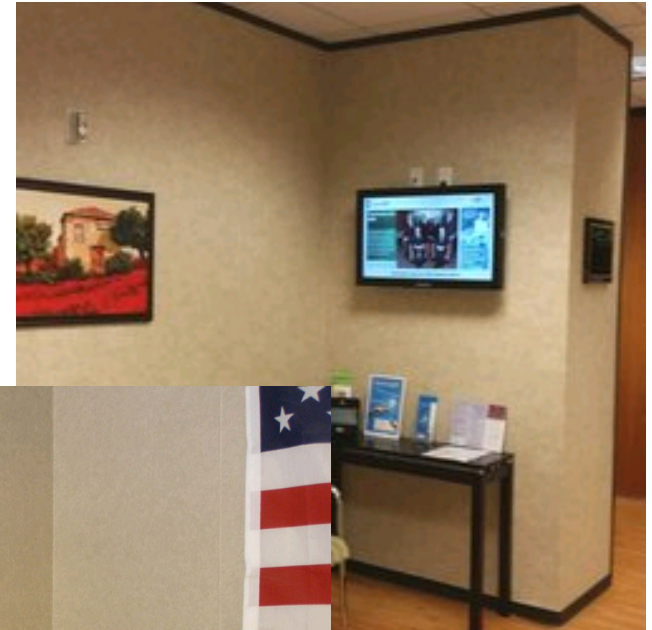
CaptionCall phone

Hearing induction loop

TV showing captions

Hearing Loss Magazine

Display of ALDs





# LOVE



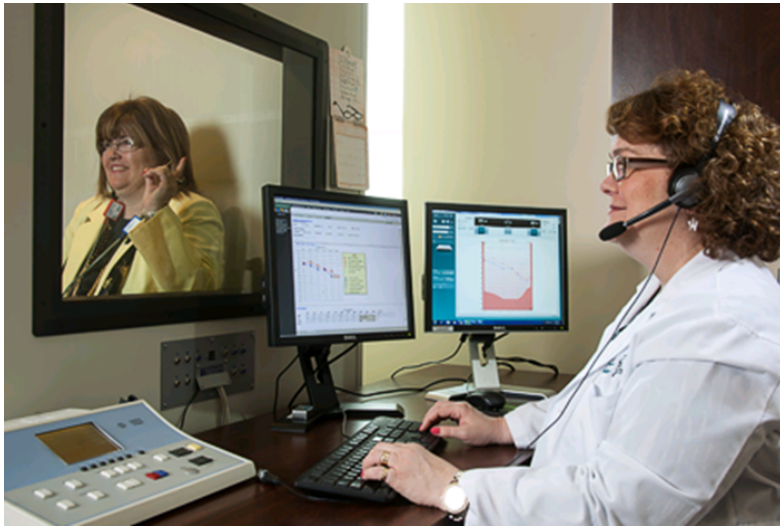
*The Nation's Voice for People with Hearing Loss*

# HATE



I can't hear  
but you  
are not  
listening

# HATE



I LIVE IN THE REAL WORLD



*The Nation's Voice for People with Hearing Loss*

# HATE

**Don't sell me  
something...  
...solve me  
something.**

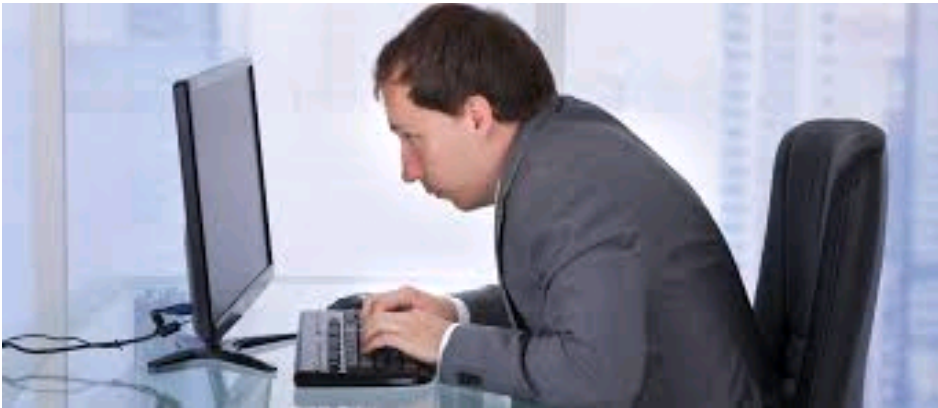
@quinnoriel





# HATE

- I lip read



# T-coil



- What is it for?
- Why should I consider it?
- Can I try it?



# Just Call If you have a problem

The phone can be the most difficult tool to use with or without a hearing aid

- Schedule next appointment before they leave the office
- Email, text possible
- With the phone #, give written directions when making a call ..#1 for English, #2 for appointment, #3 message



# Summary

## Advice

- Needs Assessment
- Know the person's lifestyle
- Get your patients/clients information about ALDs
- Involve the family
- Manage expectations

## HLAA can help!

- Refer patients/clients to HLAA Chapters or to our website
- HearingSolutions: Tools to Hear your World
- [www.hearingloss.org](http://www.hearingloss.org)

# THANK YOU

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