

Policies & Procedures

Thank you for choosing Audiology Specialists! It is our mission to provide you with personal attention, expert hearing care and quality information about options which are best for your needs. We strive to help improve your relationships, your enjoyment of life and your overall health through better hearing.

For All Visits:

- We expect payment at the time of service
- If you miss an appointment, without giving 24 hours prior notice, you will be charged **\$75**. This amount is paid privately and will not be billed to any insurance.
- We are happy to accept cash, personal checks, Visa, Master Card or Discover.
- When you pay your bill of \$250, or more, with Cash or a Bank Cashier's Check made out to Audiology Specialists, LLC, we will give you a **5% discount**. This includes the purchase of hearing aids or hearing aid repairs.

Trial & Loaner Hearing Aids: We offer short-term hearing aid trials or loaner hearing aids while yours is repaired. This means you can wear hearing aids for a few days in your home and your daily circumstances.

- There are charges for the time and services necessary to set hearing aids for your needs. The charge is **\$79** per visit.
- When you purchase hearing aids within 30 days, the "trial" service charges will be deducted from the Audiology Service Fee you pay with your hearing aid purchase.
- There is no fee for the use of the trial hearing aids **but you will be financially responsible if there is any damage to the hearing aids.**

When Buying Hearing Aids: If you choose to purchase your hearing aids through Audiology Specialists, Dr. Robertson, will take the time to discuss options that make the most sense for your needs. The cost of this appointment is **\$159**.

- You may try a pair of hearing aids for a limited time. While there is no charge to try hearing aids, they must be returned in a timely fashion and there are fees for the service to set up or adjust these hearing aids for you.
- You will be financially responsible if the instruments are damaged.
- **The expenses you incur for the Hearing Aid Discussion and for adjusting trial instruments will be deducted from the Audiology Service Charge portion of your purchase, when hearing aids are purchased within 30 days of the trial.**
- When you purchase hearing aids from Audiology Specialists, you choose the model of hearing aids you are purchasing.
- There is a separate **Preparation & Orientation** fee for preparing the hearing aids and instructing you how to use them. This includes setting of the sound & feedback controls (**\$659**). **This is a non-refundable charge.**
- We strongly recommend the following schedule of office visits for follow up and finetuning: 3 weeks, 1 month, 3 months and 6 months.

- When you make your purchase, you may choose to pay for each follow up visit as they occur (at **\$59 to \$259** depending on the extent of what is needed) OR you may purchase our Service Plan.

Worry Free Service Plan: provides either a 1 Year Service Plan (**\$789**) or a 3 Year Service Plan (**\$1389**). The Service Plan will cover:

- Traditional, disposable batteries are provided for duration of the term chosen
- Disposable domes and wax traps for the term chosen
- Office visits, up to 4 per year, for service & minor repairs for the term chosen
- Preparing, sending out and receiving hearing aids & other items repaired by the manufacturer or another service center, during the term chosen
- Reprogramming hearing aids or other items after service outside our office, during the term chosen
- Replacement of damaged or poorly fitting, custom ear pieces, during the term chosen
- Programming & use of loaner instruments to use while yours are serviced
- Participation in Telecare, where you can send us messages about how you are doing with your hearing aids, via the internet. Depending on the model of hearing aid purchased, some will allow us to perform remote tuning to your hearing aid via your cell phone. This allows modifications without you needing to travel to our office.

Service for Hearing Aids Purchased Elsewhere or for a Different User: We are happy and willing to help you, even when your hearing aids were purchased elsewhere or were originally purchased for someone else. However, we are not permitted to reset hearing aids provided through the VA to a different user, nor can we reset hearing aids which may have been reported lost.

- We will make every effort to make those hearing aids work for you.
- You will be responsible for providing a copy of a recent, professional hearing evaluation or scheduling to have this evaluation through our office.
- You will be responsible for an initial Hearing Aid Evaluation appointment **\$659**
- You will be responsible for each subsequent visit (**\$59-\$259**) or you may consider a Worry Free Service Plan to cover your hearing aid(s).
- Dr. Robertson may find the hearing aid(s) you have are not appropriate for your needs. She will advise you of this determination. At that point, you will need to discuss with her your best course of action; and, make steps to follow through with that action. You will be responsible for the service costs that lead to this conclusion.