

## Frequently Asked Questions

Got questions? The answers to many of our frequently asked questions appear below. If you have a question that is not answered here, [contact us!](#)

### **Do I need a hearing test?**

Adults should have a hearing screening either annually or bi-annually. This is necessary because hearing loss has no outward signs that it is deteriorating, and it can be difficult to detect how your hearing has changed over time. Regular testing is needed in order to catch hearing loss early before it significantly impacts your ability to hear and understand. Try our online hearing test to see if you may need a more thorough professional screening by clicking here.

### **Do I need an appointment?**

Yes. Appointments are preferred so that we can dedicate enough time to satisfactorily attend to your needs. To make an appointment, please contact our office located nearest to you.

### **How do I know if I have a hearing loss?**

The only definitive way to determine if you have a hearing loss is to undergo objective testing by a certified hearing healthcare professional, such as those who work here at Audibel. Audibel provides free hearing exams as a community service. To schedule your free hearing exam, please contact the Audibel office nearest you by [clicking here](#).

### **What if I have wax in my ears?**

Sometimes, impacted wax can cause hearing difficulties. As part of your free hearing exam, you will receive a video-otoscope examination where we look into your ear with a state of the art miniature video camera. You will be able to see for yourself on the video monitor if a wax blockage is present. You may even have the option of getting a blockage removed during your appointment for a small fee. Wax removal fees are waived with the purchase of hearing aids, and future wax removal is free for all hearing aid wearers as part of our comprehensive lifetime follow-up care.

### **Do I need a doctor referral to get hearing aids?**

A doctor visit is recommended before you get hearing aids in order to rule out any medically correctible issues that could be affecting your hearing. If you choose not to see a doctor prior to your hearing exam, issues may arise during your exam that would require you to be referred to a doctor and receive a medical evaluation. You can choose not to see a doctor prior to purchasing hearing aids, however, you will be required to sign a medical waiver.

### **What happens if I have hearing loss but don't get it treated?**

With hearing, the unfortunate reality is that if you don't use it, you lose it. The longer hearing loss goes untreated, the more severely it impacts your life. Untreated hearing loss can impact your relationships with friends and family, it can affect your job performance and income, and it can even lead to depression and isolation. Like many chronic conditions, the longer you wait to get your hearing loss treated, the more difficult recovery becomes and the less speech understanding we are able to recover. The good news is that 95% of hearing loss is treatable with today's technology coupled with auditory rehabilitation. So if you suspect you are having trouble hearing, don't wait. Schedule your free hearing exam today by contacting our office nearest you. [Click here.](#)

### **How much do hearing aids cost?**

Professionally fit hearing aids range in price starting at about a thousand dollars apiece and going up. There are over one hundred different options available and the exact price of your hearing solution will depend on your particular hearing loss and lifestyle needs. We have a wide variety of hearing aid styles and technology levels to fit every individual, as well as financing options that can put the help you need within reach. We will work closely with you to find the solution that is just right for your hearing loss, your lifestyle and your budget. Schedule your free hearing exam today and take the first step to finding the right option for you. You will know exactly how much your particular hearing solution will cost by the end of your complimentary appointment.

### **What is the difference between different hearing aid sizes?**

Different size hearing aids have different properties. The smaller the size, the less noticeable it is when you are wearing it. The size also affects the battery size and battery life, with smaller hearing aids needing smaller batteries that don't last as long. Further, the different hearing aid sizes and styles amplify sound differently, with more severe losses often needing a larger size hearing aid in order to provide the necessary amplification without feedback. To see examples of different hearing aid size options, [click here.](#) To find the right balance between the appearance of the hearing aid and the amplification needed, consult with your hearing professional.

### **What is the difference between different levels of technology?**

Different levels of technology allow us to deliver different benefits to our customers depending upon their lifestyle needs and cost consideration. The higher the level of technology, the better the hearing aid performs in different environments, and the more automatic and user friendly the operation of the device is. The higher levels of technology also enable your specialist to make finer adjustments to the way the hearing aid sounds, as well as to track your hearing aid usage so that you are ensured the best user experience possible. Higher levels of technology do cost more, so it is important to work closely with a certified hearing specialist in order to find the right balance between technology and cost to suit your lifestyle and your budget. To learn more about the different levels of technology available, [click here.](#)

### **Do I really need two hearing aids?**

We have two ears for a reason. Hearing with both ears allows us to determine the direction sounds are coming from. It also allows us to pick out a single voice in noisy situations. Furthermore we attain greater speech understanding when both ears are working together compared to either ear working on its own. If you have a single sided hearing loss, then one hearing aid is appropriate. If you have a truly deaf ear, a single hearing aid or bi-cros system is appropriate. However, if you have two functioning ears with hearing loss, professionals recommend wearing hearing aids in both ears because it will give you the greatest speech understanding and satisfaction possible in the long run.

### **Will this be covered by insurance?**

Some insurance companies do provide a hearing aid benefit, however, you will need to consult your own individual plan to discover what benefit applies to you. We will work with you to ensure you meet your insurance company's requirements to receive the proper benefit for your hearing aids, and will assist you with the necessary paperwork in order to claim your benefits.

### **What is your money back guarantee on hearing aids?**

All of our hearing aids come with a 30 business day trial period in which you have no financial risk. Payment arrangements must be in place when you take your hearing aids home. Hearing aids do require a period of adjustment as your brain gets used to hearing sounds at a normal level again. Part of your trial is a requirement that you wear your hearing aids daily, attend several appointments for adjustment and alert us to any situations in which the hearing aids aren't working right for you. There are many adjustable factors built in to your hearing aids and these appointments allow us to fine tune your hearing aids to exactly where you need them to be. We can even try a different set of hearing aids during your trial if our first option is not the best fit for you. However, if we are unable to reach an outcome that is satisfactory to you by the end of your trial period, simply return your hearing aids and your purchase price will be 100% refunded.

### **How long do I have to wait until I get my hearing aids?**

With certain types of hearing aids and hearing losses, we are able to fit you during the same visit that you get your hearing tested. However, custom made hearing aids must be built specifically for your ear, and the process takes a little longer. An ear mold impression is required and sent to the lab in order to create your custom hearing aid specifically for you, which can take 1-2 weeks to arrive. We will call you for an appointment when your hearing aid comes in and your trial period begins on the day that you first take the hearing aids home.

### **What do I do if my hearing aids stop working?**

Hearing aids are designed to operate in the challenging climate of the human ear, but sometimes they do stop working. The most common culprits are wax, dirt and moisture. You will receive training on how to clean and maintain your hearing aids at home, so you will know the first steps to take when this happens. It is also important to have routine maintenance performed on your hearing aids. You can expect to come in for a hearing aid cleaning approximately 3-4 times per

year. It is average to expect a once yearly lab repair due to daily wear and tear on the components. If your hearing aid stops functioning properly and you are unable to resolve the problem at home with cleaning, please call our office right away. We are often able to restore proper function in the office. If we can't get it working in the office, we can send it to the lab for repair.

### **What happens if I lose my hearing aid(s)?**

All Audibel hearing aids come standard with at least one year of loss and damage protection. If your hearing aid becomes lost, you will pay an insurance deductible and you will be sent a brand new hearing aid to replace what was lost. Loss coverage may be reinstated one time for an additional fee when you pay your deductible so your hearing aids remain protected in the event of a future loss.

### **What kind of warranties do you have on your hearing aids?**

All of our hearing aids come standard with a minimum of one year of repair, loss and damage protection. Repairs where the hearing aid is in one piece are covered at no charge under the terms of the warranty. Lost or damaged hearing aids have a deductible to replace the aid under the warranty. Warranties are also optionally extendable to keep your significant hearing aid purchase protected. To find out what kind of warranty is available on the hearing aids you are considering purchasing, please consult your hearing specialist.

### **How long to repairs take?**

Some repairs can be done on the same day that you bring them in, during your visit, from our supply of in stock parts. Other repairs require a trip to the lab to have the internal components repaired or replaced. Lab repairs typically take between 7-10 days to come back from the lab. Expedited lab repairs are also available, additional charges for expedited service may apply.

### **What about getting hearing aids on the internet?**

Audibel does not endorse the sale or purchase of hearing aids off of the internet. We believe the most successful fittings of hearing aids are accomplished only by credentialed professionals who have been properly trained on administering accurate testing, proper fitting and ongoing support services to the hearing impaired. This can only be accomplished face-to-face. For more information about Audibel's official policy regarding internet hearing aid purchases, please [contact us](#).

### **Do you accept walk-ins?**

We make every effort to accommodate walk-in patients in a timely manner, however, we prefer you make an appointment in order to respect your time, our time, and the time of our other patients who have made appointments. Walk-in patients may experience longer waiting times. If the wait time appears to be too long, we may ask you to make an appointment and return. To schedule your appointment, please [click here](#) for the phone number of the office nearest you.

## **Do you have any deals?**

Please [click here](#) to find our internet specials.

## **What if I need hearing aids but can't afford them?**

Here at Audibel, we provide a variety of hearing aid options and financing plans to accommodate most budgets. However, the fact is that hearing aids are a significant health investment, and sometimes a patient who needs hearing aids may not be able to afford them. We have links to several associations that help low income individuals to get low cost or no cost hearing aids, and we are also participating members in the Lions Club and Hear Now networks. Ask your specialist for more information about these programs.

*If you have a question that is not answered here ... please [click here](#) to contact us and let us know! Thanks!*