



BLOSSOM HEARING CENTER

Newsletter Winter 2024

INTRODUCING BLOSSOM HEARING CENTER

Lesner Hearing Center is now **Blossom Hearing Center**! We have a new name and are under new ownership and management (now owned and managed by Dr. Amy Bernstein), but we will continue to offer the same, great service. Dr. Bernstein served as an audiologist with Lesner Hearing Center for more than 5 years and is excited to carry on the same patient-focused environment.

All patient service contracts have been automatically transferred from Lesner Hearing Center to Blossom Hearing Center. You do not need to do anything to get this benefit.

All hearing aid warranties and insurances guaranteed by the hearing aid manufacturers or outside hearing aid insurance companies (such as ESCO) are also still in full effect.

We are happy to say that **Dr. Amy Bernstein** and **Dr. Nicole Benton** will continue to see our patients full time and **Mrs. Mary Eagle** will continue to be our patient care coordinator. **Dr. Leslie Lesner** has retired and misses all of her patients dearly. Please read her message below and **join us for her retirement party** (details inside this issue).

We are keeping the same phone number, **703-820-3800**, and fax number, 703-820-1009, but have a new website, **www.BlossomHearing.com**, and new email address, **info@BlossomHearing.com**. If you have any questions, please contact us.

UPDATE FROM DR. LESLIE LESNER

Hello to all our wonderful patients and their families!

My news is that I retired on November 1st! Over the years, I have greatly enjoyed working with our patients and their families, and I will certainly miss all these wonderful people! I am also very confident that I am leaving Lesner Hearing Center and our patients in extremely good hands.

Dr. Bernstein and Dr. Benton will continue to work with our patients using their excellent technological skills and a team approach to achieve the best outcomes for all of our patients. I thank Dr. Bernstein and Dr. Benton and Mary for making this a smooth transition.


I send my thanks and best wishes to all who have been with us since 2005.

HAPPY NEW YEAR and ENJOY!




NATIONAL ALZHEIMER'S AWARENESS MONTH

Facts about Alzheimer's Disease

Alzheimer's is a degenerative brain disorder, **NOT** a normal part of aging 

 More than **5.8 MILLION** Americans are living with Alzheimer's

Alzheimer's is projected to nearly **TRIPLE** by 2060 

 No one should be afraid to speak about **Alzheimer's disease**

Connect with information.
Connect with support.
Learn more at www.alzfdn.org or call 866-232-8484. 

There is a high correlation between cognitive decline, e.g. Alzheimer's disease, and untreated hearing loss.

Don't wait! Intervene early to treat hearing loss at the first sign.

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SPECIAL POINTS OF INTEREST

- Patients are our priority
- Join us for Dr. Lesner's Retirement Party on 12/12/24 11 am – 3 pm
- Don't ask "what?" Clarify & confirm misunderstandings in speech

AMY BERNSTEIN, Au.D.

Dr. Amy Bernstein, Au.D., was born and raised in Atlanta, Georgia. She came to the area in 2009 to attend University of Maryland where she completed her Bachelor of Arts, cum laude, with a double major in Hearing and Speech Sciences and Jewish Studies. She then completed her Doctorate in Audiology at The University of Memphis. She gained diverse training in hearing and balance assessments and treatments in private practices, ENT offices, hospitals, and schools. She also published a peer-reviewed article on the ability of musical training to resist noise-induced hearing loss. She returned to the area in 2016 to complete her final year of her Doctorate in Audiology, where she worked in private practices from then until she joined Lesner Hearing Center in 2019.



Dr. Bernstein specializes in personalizing hearing aid fittings for each patient using advanced, modern techniques to program hearing aids in a way that accounts for the individual's hearing loss, environment, lifestyle, and personal preferences. She takes pride in ensuring the satisfaction of her patients through verification and individualized, family-centered care. She also specializes in taking ear impressions and fitting custom earpieces for musicians. As a musically-trained individual and lover of music herself, Dr. Bernstein enjoys teaching her patients about hearing protection and ways to prevent hearing loss.

Dr. Bernstein is also passionate about educating her patients and the public about audiology and hearing aid technologies, such as Bluetooth technology in hearing aids.

Dr. Amy Bernstein brings her energetic, friendly personality and advanced hearing aid techniques to our clinic. She looks forward to this new venture as the owner of Blossom Hearing Center.

NICOLE BENTON, Au.D.

Dr. Nicole Benton, Au.D., joined Lesner Hearing Center, now Blossom Hearing Center, in June 2023. Dr. Benton is a native of Northern Virginia who returned to the area after finishing her Doctorate in Audiology in 2018. Dr. Benton earned her Bachelor of Science in Speech Pathology and Audiology with a minor in Special Education at Old Dominion University in Norfolk, Virginia, then completed her Doctorate in Audiology, cum laude, at Salus University in Elkins Park, Pennsylvania.

Before joining our practice, Dr. Benton worked for five years at Ear, Nose & Throat physicians' offices where she gained extensive experience in diagnosing and treating all types of hearing loss and disorders of the ear. This included balance assessments, cochlear implants, tinnitus management, hearing aid selection and fitting, and cerumen (earwax) removal. Dr. Benton also volunteered to perform hearing screenings at the Special Olympics.

Dr. Benton enjoys keeping up to date on the latest advancements from each hearing aid manufacturer. She uses best practices with innovative technology to create personalized and individualized solutions for her patients' hearing needs. She is very passionate about the positive impact of good hearing health on the whole body and improving one's quality of life by utilizing the latest technology to foster communication with friends and family.

Dr. Nicole Benton uses a caring approach to educate her patients on the basics of audiology and relate it to the individual to best address each patient's unique concerns.



MARY EAGLE

Mrs. Mary Eagle was born in Alexandria, Virginia. At a young age, she moved to Nashua, New Hampshire. Mary returned to Alexandria in the 1980s to do administrative work in the government, work in human resources, and then as an office manager for medical offices. During this time Mary earned an Associates Degree in Applied Science, Magna Cum Laude, majoring in Office Systems Technology with a specialization in Office Administration and Management.

Mary enjoys conversing about sports, movies, and music as well as learning about patient's travels. She brings years of experience and a friendly attitude to our office.

TESTIMONIALS

"I wholeheartedly recommend Amy Bernstein, Audiologist, to anyone who needs hearing aids. She is thoroughly professional, patient in answering questions, and **genuinely interested in getting the best outcomes** for her patients...I never felt rushed during appointments or pressured to make decisions, a rarity these days. **I'm hearing much better now**, and I'm very grateful for her help."

W.H. 09/2024

"We have had a number of pleasing professional experiences since locating in the Alexandria area. **Meeting [Dr. Nicole Benton]** yesterday ranks **among the best**. Thank you for your **courtesy and professionalism**. I am listening in "stereo" now, all thanks to you. **I am your newest fan!**

R.D. 05/2024

COMMUNICATION STRATEGIES



We all sometimes miss some of what a person says. To remedy what was missed, we need to ask **questions that strategically help us understand the message**. Most people think to ask "what?" or ask the speaker to repeat themselves, but that doesn't always lead to an understandable answer because people have a tendency to repeat the message the same way and the listener tends to miss the same parts again.

There are many other strategies that can be used to repair conversation. For example, ask the speaker to **rephrase** the conversation, **spell** the word/phrase, use **gesture** or mime, tell you the **key word**, **show** you the number of digits, or **write** the word/phrase. You can also **clarify and confirm** what you thought you heard then allow the speaker to correct the message where the breakdown occurred.

Adapted from Hickson, Louise M., et al. Active Communication Education (ACE): a Program for Older People with Hearing Impairment. Speechmark, Rev. Ed. 2015.

Dr. Amy D. Bernstein
Doctor of Audiology, Owner



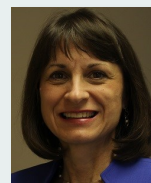
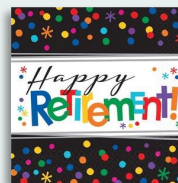
BLOSSOM HEARING CENTER

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Alexandria, VA 22311
(703) 820-3800
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www.BlossomHearing.com

Dr. Nicole R. Benton
Doctor of Audiology



Dr. Lesner's Retirement Party



Congratulations Dr. Leslie Lesner!

Please join us for an open house
in honor of
Dr. Leslie Lesner's retirement

Thursday, December 12, 2024

11 am—3 pm

Blossom Hearing Center
(formerly Lesner Hearing Center)
5232 Dawes Avenue
Alexandria, VA 22311

RSVP not required, but you may let us
know if you plan to attend.

(703) 820-3800
info@BlossomHearing.com

*Looking to donate in Leslie's honor?
Please donate to NVRC.org*