



Newsletter Spring 2020

OFFICE UPDATE

In response to recent global news of COVID-19, we are adjusting our office procedures. We will provide patient care in a much more limited manner in efforts to keep our patients and staff healthy. Our goal is to minimize the amount of foot traffic in the office and minimize human contact overall, as recommended by the CDC and WHO.

We request that all non-essential appointments be postponed.

As of Monday 3/23/2020 we are providing “drive-up” service by appointment only. If you are having issues with your hearing aid(s), please call our office. We will discuss the issue and advise based on our current office procedures. **Patients will be screened for drive-up services with the following questions recommended by the WHO and CDC:**

1. Do you have a fever, cough, or shortness of breath?
2. Have you returned from travel to China, Japan, South Korea, Italy, Iran, France, Germany, or Spain in the last two weeks?
3. Have you been in contact with someone diagnosed with Coronavirus (COVID 19)?

If the answer is yes to any of these questions, the individual will not be scheduled.

If the answer is no to all of the questions, you will be scheduled. When you arrive, one of us will come out to your car to pick up your hearing aids. We will bring the aids into our office and troubleshoot them. We will update you on what we did and any recommendations. We will return your hearing aids to you in your car. You may be asked to pay for the service via credit/debit card over the phone.

We are very vigilant about handwashing and sanitizing surfaces. We are also now wearing gloves and masks when handling patient's hearing aids.

This newsletter will review parts of a hearing aid and highlight hearing aid troubleshooting that can be done at home for most hearing aids. If you need more specific information for your hearing aid, we can be reached over the phone or via e-mail:

(703) 820-3800

LesnerHearing@yahoo.com

Please do not hesitate to contact to us if your hearing aids are not functioning properly. We want you to be able to hear your communication partners today and everyday.

CLEAN YOUR CASE

Hearing aid cases should be cleaned whenever debris is visible or at least every 6 months.

Standard cases can be cleaned using an antibacterial wipe or mild soap on a damp paper towel. Allow to air dry during the day.

Charging cases can be cleaned using your hearing aid brush and a **dry** cloth.

You can also bring your case or charger with you to your next appointment and we will clean it for you.



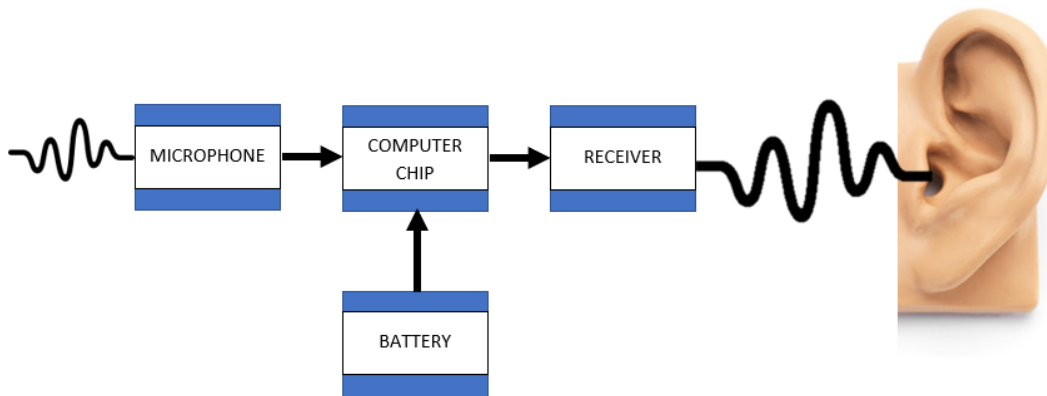
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SPECIAL POINTS OF INTEREST

- All hearing aids have a microphone, receiver, and battery
- Keeping the microphone and receivers clean will allow sound to enter and exit the hearing aid
- Speechreading can assist in speech understanding and is available online

HOW SOUND FLOWS THROUGH A HEARING AID



Acoustic sound enters the hearing aid's microphone. The computer chip, powered by the battery, converts the acoustic sound into a digital signal. The digital signal is amplified by the computer chip according to your hearing loss. The amplified signal then travels through a wire to the receiver/speaker. That wire is located inside the main component of in-the-ear and behind-the-ear style hearing

aids. The wire is in front of the ear on receiver-in-canal style hearing aids. The receiver *receives* the amplified digital signal and converts it back to an acoustic sound. The amplified acoustic sound is then sent into the ear.

IDENTIFYING PARTS OF A HEARING AID

All hearing aids have one, if not two, microphones, a receiver (speaker), and battery. Below are examples of hearing aids with the microphones and receivers labeled.

Many hearing aids also have a wax guard that protects the receiver. It is a small white filter at the tip of the ear piece. The wax guard prevents wax and debris from clogging the receiver. *We recommend changing the wax guard rather than cleaning it.* If you attempt to clean the wax guard, you risk pushing debris further in, towards the receiver.

Some hearing aids also have a dome on top of the receiver. You may need to remove the dome to access the wax guard. Other hearing aids do not have wax guards. They may use other wax protection systems or not use one at all.

We are asked, "*How often should I change the wax guard?*" There isn't a good answer for this. If you have a magnifying glass, look at the clean wax guard when it's first inserted. Look again a week later. If you see the wax guard full of wax, it's time! If this happens frequently, ask us about managing the wax in your ears.

If you have a dead hearing aid, consider checking and changing the wax guard rather than the battery (or recharging your aid).



\$200 OFF

A PAIR OF PREMIUM-LEVEL HEARING AIDS

Expires June 30, 2020

TESTIMONIALS

"I purchased my hearing aids from a different audiologist 1.5 years ago but was having difficulty with feedback and hearing in noisy places. Since Dr. Bernstein worked on my hearing aids they are doing great. There is no more feedback and they are working well in background noise and at restaurants. I just wanted to say thank you."

P.I. 12/2019

"Dr. Bernstein and Dr. Lesner recently successfully fitted me with my first pair of hearing aids. It was no small undertaking. They are complex sophisticated instruments that require considerable effort on the part of both the audiologists and the patient.

I can't imagine achieving satisfaction without the painstaking attention I received from both doctors."

T.W.C. 1/2020

COMMUNICATION STRATEGIES



Even with the best hearing aid technology available, understanding speech can still be difficult. Sometimes we must use other cues to fill in the gaps between what was said and what was heard. Speechreading, also called lipreading, is a learned skill in which a person uses visual cues from the lips, tongue, and face with context and body language to understand conversation. Speechreading skills can be improved with practice.

The Canadian Hard of Hearing Association offers an online speechreading course, [Read Our Lips](http://www.readourlips.ca/), for \$49* It is self-paced and **entirely online**. Learn more at www.readourlips.ca/

Gallaudet University's Hearing and Speech Center offers in-person speechreading courses, typically twice per year. Search online for "Gallaudet adult speechreading" or call our office to learn more.

*please see their website for current pricing.

Dr. Leslie J. Lesner
Doctor of Audiology



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HEARING AID TROUBLESHOOTING

Hearing aids are exposed to the elements from our environment and from our own bodies. Sometimes debris (such as dust, dirt, skin cells, or earwax) can block sound from entering or exiting a hearing aid, which causes it to sound weak or dead. If this happens:

1. Check, change, or charge the battery.
2. Change the wax guard and/or dome, if applicable.
3. Brush the microphone(s).

Hearing aid wax guards vary. If you are not sure how to change your wax guard (or if you have one) or need more specific information for your hearing aid, please call or e-mail us.

Still Not Working?

If your hearing aid(s) sounds weak or dead after at-home troubleshooting, please call to schedule a "drive-in" visit.

Dr. Amy D. Bernstein
Doctor of Audiology

