Welcome to the University of Arizona
Clinic for Adult Hearing Disorders

We look forward to seeing you during your upcoming appointment. At that time, you will have:

1) A comprehensive discussion about your hearing and balance and any effects these may be having on your quality of life or communication.
2) An evaluation of your hearing
3) A discussion of the test results and our recommendations for follow up.

We encourage you to bring along a “frequent communication partner,” for example, a family member, close friend, who can share in the information that we provide during your appointment. As you realize if you are experiencing changes in your hearing – these can also affect those around you.

**Your hearing evaluation will cost from $50 to $125**, depending on the tests that are necessary. We encourage you to look into your insurance coverage. In most cases, this evaluation fee is not covered by insurance because either it is not a covered benefit or we are not in-network providers for most insurance. This means that you will be responsible for the cost of service at the time of your appointment.

**AN IMPORTANT NOTE TO OUR MEDICARE PATIENTS**
Medicare does not cover routine hearing evaluations or evaluations for the purpose of obtaining hearing aids. Medicare will sometimes cover evaluations deemed medically necessary by your physician. You are welcome to discuss this with your physician and obtain a referral, but please note that you may still be responsible for the cost of your hearing evaluation even with a referral if medical necessity is not evident from the wording of the referral.

Before you come in for your appointment, you may want to look over the website that describes our Programs for Adults with Hearing Loss: [http://lwhl.arizona.edu/](http://lwhl.arizona.edu/). You will find general information on hearing, hearing loss and technologies.

Clinical Faculty
University of Arizona Hearing Clinic
University of Arizona Comprehensive Hearing Aid and Hearing Loss Management Program

Learning how to adjust to and compensate for a hearing loss can sometimes be confusing and frustrating. Hearing aids are a very important part of this process. They make it possible for you to hear sounds that you would not hear otherwise. However, hearing aids are limited in how well they can solve ALL of your listening challenges, and they may not provide complete resolution of the problem. That’s why it is so important to learn as much as possible about your own particular hearing loss and about all of the solutions available to you. At The University of Arizona Hearing Clinic, our Living WELL with Hearing Loss approach considers device selection and follow up as an important part of a more comprehensive program that is tailored for all of the needs related to your hearing loss and lifestyle needs.

What does a Living WELL with Hearing Loss approach mean to me?

From the outset, your audiology team will discuss with you your history, explore the cause of the hearing loss, discuss results and their implications and the best solutions for you. If you decide that you want to follow through with hearing aids in our clinic, then we will have an in-depth discussion with you (we encourage you to include a family member, partner or friend in these discussions) about selection of the right technology. The individual steps in that process are described more fully below. We encourage you and a family member to attend our Living with Hearing Loss classes, and these are also described below.

Description of Hearing Aid Program and Philosophy: In most practices, when you purchase hearing aids, the total cost includes not only the devices but also all of the services associated with them. We take a different approach that allows you to see separately the invoice cost of the hearing aid and the professional fees for all of the related services. Our pricing is comparable to most practices in the community, but we provide you with a complete description of the professional services, as described below.

Comprehensive, evidence-based device selection. There are hundreds of different models of hearing aids and a wide variety of assistive devices from various manufacturers. The market changes rapidly. Our goal is to identify the characteristics of the ideal hearing instruments FOR YOU, based on your hearing loss, various objective tests of your ability to recognize speech in different environments, and your own personal listening demands. Based on this analysis, we select a manufacturer and hearing devices that best meet your needs, and the devices are ordered from the manufacturer individually. We maintain accounts with almost all of the major hearing instrument manufacturers and select from at least five different manufacturers at any given time. We stay informed about the most current hearing aid research and keep this in mind during the discussion and selection process.

Fitting and verification. Once the hearing aids and any other technologies have been received in the clinic, you return for a hearing aid fitting appointment. We assure that the hearing aids fit your ear well physically and that the sound is set properly for your hearing loss and needs. We take a scientific approach to this process using the latest technology to make fine-tuning adjustments based on actual measurements of what you are hearing. This is done by putting a small tube inside your ear canal while the hearing aids are in your ears. There is a
substantial body of research that suggests that this approach results in the most accurate and appropriate fit possible. Because of this, we start ALL of our hearing aid fittings with these measurements.

**Counseling and instruction.** After the hearing aids are adjusted appropriately for your hearing loss, we then counsel you on proper use and maintenance before you leave the clinic.

**Extensive follow up during initial adjustment period.** A critical part of the process is assuring that the hearing aids are working the best that they can for YOUR life and in the situations that you have determined that you want to improve. During the adjustment phase, we work with you to adjust the hearing aids based on your experience and feedback. Most hearing aids have additional programs that may be added through the software, and discussions about these programs continues after the initial fitting. It is critically important that you are satisfied with the devices before the final purchase is complete. If for any reason the hearing aids that we have selected are not meeting your needs, then we may select different devices, take a different approach or conclude that the fitting of hearing aids should be deferred. Working with and adjusting to hearing aids is a process, not a one-time appointment.

**Living Well with Hearing Loss Program.** Even the most advanced technologies available in today’s hearing aids cannot always compensate completely for a hearing loss. These educational and support groups provide an excellent opportunity to gain information and to interact with others who are experiencing similar issues.

**Topics Include:**
- Understanding hearing and hearing loss
- Interpreting the results of your hearing test (Be sure to bring along your own audiogram)
- Hearing aids and other devices
- Strategies for coping with difficult listening situations
- Principles of speech reading
- Special topics suggested by the group

An accompanying person (spouse, partner, family member) is encouraged to attend classes also. These are very successful in helping you to understand your hearing loss and to learn better coping and communication strategies. Read more about the program at: www.lwhl.arizona.edu.

**All follow up necessary during the first three years of hearing aid ownership.** You will be scheduled for regular follow up appointments every 6-12 months. This is critical to the process. As your brain adapts to hearing with your new hearing aids, adjustments can be made that will actually improve how well you hear with them. There is also routine maintenance of hearing aids that must be done periodically by a professional. During these follow up appointments we can verify that your hearing aids are functioning properly.

**Routine hearing aid maintenance and troubleshooting.** All hearing devices are prone to repair problems, most commonly related to earwax, sweat, body oils or moisture. We are available to assist you when these problems arise - either by making an appointment or dropping off the hearing aids in the clinic for maintenance. The clinic is open from 8:00 a.m. to 5:00 pm Monday through Friday with full closure from Christmas to New Year’s Day. We have walk-in times available on most days from 11:00 a.m to noon. **All of the charges for these repairs and the time from your audiology team are covered for the first three years that you own your hearing aids.**

**YOUR COSTS:**

**Our Professional Fee:** These fees are standard and are the same no matter your choice of hearing aid:
**Professional Fee**

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<th>Professional Fee</th>
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<tr>
<td>One Hearing Aid</td>
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<td>Two Hearing Aids</td>
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**Cost of the Hearing Device:** You will be charged the manufacturer’s invoice price of the hearing aid, plus an amount to cover shipping and processing. This cost ranges from approximately $450 to $2100 per hearing aid, depending on the device selected.
NAME:__________________________________________________________ DATE:____________________
DATE OF BIRTH:_________ AGE:________ PHONE:_____________________
ADDRESS:_______________________________________________________
EMAIL ADDRESS:______________________________
OCCUPATION or FORMER OCCUPATION:___________________________
SPOUSE/SIGNIFICANT OTHER’S NAME:____________________________
REFERRED BY:____________________________

1. Have you noticed some difficulty hearing?___________________________

2. When did you first start noticing the problem?_______________________

3. In what situations would you most like to hear better than you do now?________________________

4. What do you think caused this problem?____________________________

5. Previous hearing tests?________ If yes, by whom, when and what was found?________________

6. Have you ever worn a hearing aid?__________________________________
   a. Do you wear one now? (Make & model)___________________________
   b. When did you first start wearing a hearing aid?____________________
   c. Has your hearing aid been satisfactory?___________________________
   d. When did you purchase your present aid?_________________________
   e. From whom did you purchase your present aid?_____________________

7. Has anyone else in your family ever had a hearing problem? Who?_________________________

8. Do you have any history of ear infections or ear drainage?__________ If yes, when was the most
   recent infection?_________________________________________________
9. Do you ever have a ringing or buzzing in your ears over long periods of time? Yes ___ No ___
   Right ___  Left ___  Both ___  Constant ___  Occasional ___

10. Does your hearing fluctuate or stay the same? ___________________________________________  

11. Which ear is better? ____________ Why? ________________________________________________

12. Do you ever feel dizzy? _________ If yes, describe the problem: __________________________
    __________________________________________________________________________________

13. Have you ever been exposed to loud noises either occupationally or recreationally? __________
    Describe: __________________________________________________________________________
    __________________________________________________________________________________

14. Have you been away from loud noise for at least the past 48 hours? ________________________

15. Do you use tobacco? Yes ___ No ___ (Circle one)

16. Overall, how is your health? Excellent ___ Good ___ Fair ___ Poor ___ (Circle one)

17. Describe any serious illnesses, accidents, or surgeries that you have had. (Give age at occurrence)
   __________________________________________________________________________________
   __________________________________________________________________________________
   __________________________________________________________________________________

18. Please share any other information you feel will be helpful: ________________________________
    __________________________________________________________________________________
    __________________________________________________________________________________

____________________________________________  _____________________________  
Signature of Person Answering Questions  Relationship to Patient

The University of Arizona is an equal opportunity, affirmative action institution. The University prohibits discrimination in its programs and activities on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or gender identity and is committed to maintaining an environment free from sexual harassment and retaliation.
Please provide us with the following information regarding your current medications, including prescription, over-the-counter, herbals, vitamin/mineral/dietary (nutritional) supplements. If you have a pre-printed list, we are happy to make a copy of that instead.

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<th>Medication</th>
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<th>How Taken (pill, enhaler, etc)</th>
<th>Condition Taken For</th>
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If you anticipate you may be a candidate for hearing aids or other devices, please answer the additional questions

Our goal is to maximize your ability to hear so that you can more easily communicate with others. In order to reach this goal, it is important that we understand your communication needs, your personal preferences, and your expectations. By having a better understanding of your needs, we can use our expertise to recommend the hearing aids that are most appropriate for you. By working together we will find the best solution for you.

Please complete the following questions. Be as honest as possible. Be as precise as possible. Thank you.

1. Please list the top three situations where you would most like to hear better. Be as specific as possible.
   
   __________________________________________________________________________
   
   __________________________________________________________________________
   
   __________________________________________________________________________

2. How important is it for you to hear better? Mark an X on the line.

   Not Very Important --------------------------------- Very Important

3. How motivated are you to wear and use hearing aids? Mark an X on the line.

   Not Very Motivated --------------------------------- Very Motivated

4. How well do you think hearing aids will improve your hearing? Mark an X on the line.

   I expect them to:

   Not be helpful at all --------------------------------- Greatly improve my hearing

5. What is your most important consideration regarding hearing aids? Rank order the following factors with 1 as the most important and 4 as the least important. Place an X on the line if the item has no importance to you at all.

   ___ Hearing aid size and the ability of others not to see the hearing aids
   ___ Improved ability to hear and understand speech
   ___ Improved ability to understand speech in noisy situations (e.g., restaurants, parties)
   ___ Cost of the hearing aids
6. Do you prefer hearing aids that: (check one)
   ___ are totally automatic so that you do not have to make any adjustments to them.
   ___ allow you to adjust the volume and change the listening programs as you see fit.
   ___ no preference

7. How important is it to you that hearing aids not look conspicuous? Mark an X on the line.

   Not Very Important  ----------------------------------------------  Very Important

8. How confident do you feel, that you will be successful in using hearing aids?

   Not Very Confident  ----------------------------------------------  Very Confident

9. There is a wide range in hearing aid prices. The cost of hearing aids depends on a variety of factors including the sophistication of the circuitry (for example, higher level technology is more expensive than the more basic hearing aids) and size/style (for example, the CIC hearing aids are more expensive than the BTE instruments). The price ranges listed below are for two hearing aids. Please check the cost category that represents the maximum amount you are willing to spend. Please understand that you are not locked into that price range. It is just very helpful for us to know your budget so that we can provide you with the most appropriate hearing aids.

   ___ Basic digital hearing aids:  Cost is between $2000 to $2300
   ___ Basic Plus hearing aids:  Cost is between $2300 to $2800
   ___ Mid-level digital hearing aids:  Cost is between $2800 to $4000
   ___ Premium digital hearing aids:  Cost is between $4000 to $5800

Thank you for answering the questions.

Your responses will assist us in providing you with the best hearing healthcare.

NOTE: This tool was devised largely based on the work of Sharron Sandridge, Ph.D. at the Cleveland Clinic, published in 2006.

Revised 22Mar2013
University of Arizona Hearing Clinic
Self Assessment of Communication (SAC)

Name: ___________________________ Date: ______________________

Instructions: The purpose of this form is to identify the problems a hearing loss may be causing you. If you have a hearing aid, please fill out the form according to how you communicate **when the hearing aids are NOT in use**. One of the five descriptions on the right should be assigned to each of the statements below.

Select a number from 1 to 5 next to each statement (please do not answer with yes or no, and pick only one answer for each question.)

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<tr>
<th>Statement</th>
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<tr>
<td>(1) Do you experience communication difficulties in situations when speaking with one other person? (at home, at work, in a social situation, with a waitress, a store clerk, with a spouse, boss, etc.)</td>
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<td>(2) Do you experience communication difficulties while watching TV and in various types of entertainment? (movies, radio, plays, night clubs, musical instruments, etc.)</td>
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<td>(3) Do you experience communication difficulties in situations when conversing with a small group of several persons? (with friends or families, co-workers, in meetings or casual conversations, over dinner or while playing cards, etc.)</td>
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<td>(4) Do you experience communication difficulties when you are in an unfavorable listening environment? (at a noisy party, where there is background music, when riding in an auto or bus, when someone whispers or talks from across the room, etc.)</td>
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<td>(5) How often do you experience communication difficulties in the situation where you most want to hear better?</td>
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<td>(6) Do you feel that any difficulty with hearing negatively affects or hampers your personal or social life?</td>
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<td>(7) Do you feel that any problem or difficulty with your hearing worries, annoys, or upsets you?</td>
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<td>(8) Do you or others seem to be concerned or annoyed that you have a hearing problem?</td>
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<td>(9) How often does hearing loss negatively affect your enjoyment of life?</td>
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(10) If you are using a hearing aid: On an average day, how many hours did you use the hearing aids? ____________ /16 = _________%

Please rate what you feel is your overall satisfaction with the hearing aids.

1 ☐ not at all satisfied (0%)  2 ☐ slightly satisfied (25%)  3 ☐ moderately satisfied (50%)
4 ☐ mostly satisfied (75%)  5 ☐ very satisfied (100%)
Tobacco Use and Hearing and Balance Disorders

What Patients Need to Know
Recent data from the Centers for Disease Control (CDC) report that 17.8% of American adults (age 18 or older) smoke. This translates into an estimated 42.1 million adults in the US alone.

Cigarette smoking is the leading cause of preventable disease, responsible for 480,000 deaths a year (approximately 1/5).

Smoking increases the risk of:
- Coronary heart disease
- Stroke
- Cancer, including but not limited to:
  - Lung
  - Stomach
  - Leukemia
  - Bladder, kidney, cervix, colon
  - Kidney, liver, pancreas
  - Esophagus, trachea, larynx, throat, tongue

*Smoking has been correlated to hearing loss, especially when combined with noise exposure.*

To Quit Tobacco Use:
The AQC recommends discussing all treatment options for smoking and/or tobacco cessation with your physician. Some possible treatment recommendations from a physician may include:

- Individual or group counseling.
- Behavioral therapies
- Medications for quitting that have been found to be effective include the following:
  - Nicotine replacement products
    - Over-the-counter
    - Prescription
  - Prescription non-nicotine medications

Helpful Resources

- Quitline Services
  - Call 1-800-QUIT-NOW (1-800-784-8669) if you want help quitting. This is a free telephone support service that can help people who want to stop smoking or using tobacco.
- Smokefree.gov
  - [http://smokefree.gov](http://smokefree.gov)
- American Cancer Society
- American Lung Association
  - Call 1-800-LUNGUSA