



Christmas Newsletter

Another year has flown by with many interesting developments on the technology front

More and more hearing aid models are now rechargeable. This comes with many benefits not least of which means no more batteries to dispose of, easy management with no more fiddly batteries and batteries going flat in the middle of that crucial punch line. Most brands on the market offer a rechargeable option in their product line-up.



However should you need hearing aid batteries we still have a great price of \$3.50 per six-pack.

Smartphones

The other direction that hearing aid technology is maturing is in Smartphone compatibility.

The features are remarkable. Not only can you hear your phone calls directly in your hearing aids (which are compensating for your hearing loss and therefore providing extra clear hearing) but also you can listen to your favourite music or YouTube videos using your aids as a headset.

Your Smartphone can also be used as a remote control with the ability to adjust the volume of both hearing aids simultaneously or individually.

Some brands also allow you to adjust the tone, or high and low pitch.

All these features allow you to make a wide range of adjustments to your hearing aid performance. If that is not enough, in some cases, you can also turn your Smartphone into an external microphone, so you can place your phone next to the television speaker or somebody you wish to focus your hearing on.

Great for use in a motorcar.



New Technology

Well, I never thought I would ever say that a hearing aid is beautiful until I was introduced to the Styletto. The body is based around a slim rechargeable battery.

It is lightweight and extremely comfortable to wear. It tucks behind your ear with ease and blends into your glasses frames.

When not wearing it you slip it back into its recharging box to keep it safe and maintain the battery charge.

In 2019 you will hear more about this amazing product as we have an exciting opportunity for our patients to trial this product in a background noisy café environment.



For more information visit our website
www.hearingconsultants.co.nz

Insurance

If you are insured with one of the IAG group of companies; AMI, State Insurance, Lantern, NZI, then ***LISTEN UP!!***

If you damage or lose your hearing aid and need to make an insurance claim please contact Hearing Consultants **FIRST** before you call your insurer. We will advise you on how to achieve the best outcome for you.

Just phone 0800 43 27 25 or email info@hearingconsultants.co.nz

Hearing Consultants has recently become aware of worrying developments regarding how your valuable hearing aids may (or may not) be covered under your home and contents policy.

- If you lose or damage your hearing aids, you may be directed by your insurer or one of their agents to a different clinic to have your hearing aids replaced or repaired. However hearing aids are a medical device and therefore the Health and Disability Code of Consumer Rights protects your right to make informed choices and to express a preference as to who will provide your audiology services and have that preference met where practicable. This means you have the right to choose your audiologist.
- If you are coerced or harassed by a hearing aid company or clinic which you have not chosen to go to then you may make a complaint to the Disability Commissioner <https://www.hdc.org.nz/>. If you feel you are misled you may also make a complaint to the Commerce Commission under the Fair Trading Act <https://comcom.govt.nz/make-a-complaint>
- Or you may be told that unless you go to a different clinic you will be given a cash settlement which may be considerably lower than the replacement cost of your hearing aids.
- You therefore need to ask your insurance company BEFORE your hearing aids are lost, what exactly your policy entitles you to. If they say market value, you can ask what is that based on and what does it mean? Is there depreciation, or is it like-for-like cover? You need to ask them for the detailed policy documents *in writing* which describe this. If they refuse you may lodge a complaint with the Insurance Ombudsman: info@ifso.nz
- If your hearing aids are replaced under your insurance policy, you should be happy with the quality of the aids you have been provided with and you have the right to return them if you are not.

You have the right to contact your preferred audiology clinic FIRST to get help with any insurance claim for lost or damaged hearing aids.

Hearing Consultants are happy to help
you as much as we can

As a Hearing Consultants customer you will have invested a lot of time and effort into achieving optimal settings for your hearing aids.

If you have had your hearing aids replaced by another clinic these settings will not have been applied to your replacement aids.

Hearing Consultants are more than happy to check the programming of your hearing aids to make sure they are programmed correctly *free of charge*.

The team at Hearing Consultants wish you and your family

a very happy festive season
and a restful 2019



Thank you for supporting your locally owned
Independent Audiology clinic

We can provide you with any brand or model of hearing aid that is available on the NZ market with an unbiased opinion of what is best for your hearing difficulties. We are 100% privately owned and not aligned in any way with any hearing aid manufacture or distributor.

Hearing Consultants
Independent Audiologists



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