

Audiology Hearing Care Service
 1316 Rock Cliff Drive
 Martinsburg, WV 25401

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Audiology Hearing Care Services

1316 Rock Cliff Drive, Martinsburg, WV 25401 • 304-264-8884
 113 West Liberty Street, Suite 201, Charles Town, WV 25414 • 304-728-6763

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**ADVICE AND
 CARING SERVICES**
 Since 1996

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Billing Policy Changes

Audiology Hearing Care Services, Inc. (AHCS) promises to make the billing process as easy as possible. Our billing representatives are happy to answer your questions and help with payment issues. They can also help you apply for financial assistance programs, including AHCS's in-house financial assistance program and lay-away plan.

Starting in February 2009, AHCS will be making some changes to the billing process. As a courtesy to our patients, we will complete an insurance verification process prior to your "billable" appointment. This will help you know what your insurance will cover and what you will be expected to pay at the time of service, including co-pays, deductibles, and service fees. We would be happy to mail you a copy of our new financial policy. If you have questions about your particular situation or would like a copy of the AHCS financial policy, please do not hesitate to contact our Billing Specialist at 304.264.8884 .

Theatre Surround Sound — Too Noisy?

From the special effects and action to the surround sound, a trip to the theater is an adventure, but is it too much excitement for your ears? With new technology, movies are being played at extreme volumes, some studies state. That has moviegoers of all ages grumbling about the noise.

So how loud is too loud? When does noise become unsafe? Unfortunately, there is no available evidence to determine whether loud movies cause hearing damage. There are federal standards that limit noise exposure in the workplace, but no standards are in place for entertainment venues, such as the cinema. A volume level is actually encoded into each movie by the studio before it even reaches theatres.

—Dr. Amy Johnston

New Technology: Widex Mind

We are excited to announce the arrival of the Mind, Widex's first two-computer hearing aid. While all digital hearing aids have a computer inside, the Mind's two computers adjust to changing sound environments more quickly, thereby providing cleaner and clearer sound quality. The Mind is also the only hearing aid approved by the FDA to help in the treatment of tinnitus. If you would like to demo the Mind and provide us with feedback, please contact our office.

—Jamie Ingle, Audiologist

Word Search

PATIENT CARE	P	R	T	E	K	H	E	A	R	I	N	G	A	I	D	S	C	Z
SOUND ADVICE	A	B	S	Z	W	L	M	W	C	H	A	R	L	E	S	T	O	W
WIDEX	T	P	O	F	C	Z	Y	B	E	T	Q	O	Q	N	B	B	S	X
TINNITUS	I	H	U	A	R	T	M	E	T	S	Y	S	P	O	O	L	S	S
CARECREDIT	E	X	N	Z	O	E	I	U	E	O	C	C	G	Q	Y	J	E	S
LOOP SYSTEM	N	F	D	T	E	G	E	D	M	A	Z	O	N	V	M	Z	N	O
FREESCREENINGS	T	F	A	B	M	B	R	S	E	Y	R	K	G	S	L	E	I	L
DIZZINESS	C	B	D	F	T	H	N	N	C	R	M	C	S	P	T	I	Z	G
HEARING LOSS	A	D	V	Y	T	C	K	B	F	R	C	A	O	S	R	W	Z	N
HEARING AIDS	R	C	I	T	C	K	B	A	N	E	E	R	R	L	P	J	I	I
	E	F	C	R	G	Y	U	T	O	E	Z	E	A	U	D	U	D	R
	M	B	E	R	I	J	U	T	Z	C	S	C	N	T	B	S	L	A
	Q	I	N	O	E	J	B	E	N	P	P	R	A	I	Z	S	A	E
	U	G	R	J	G	C	X	R	B	Z	Q	E	K	H	N	F	N	H
	T	D	J	S	Q	E	R	I	A	U	D	D	O	L	O	G	Y	I
	I	L	A	B	D	D	H	E	Y	A	H	I	B	M	E	F	S	B
	N	I	V	I	Y	R	N	S	D	O	C	T	L	J	O	D	N	J
	I	R	W	L	M	E	L	C	Y	E	A	R	W	A	X	F	U	M
	W	I	Y	R	T	I	N	N	I	T	U	S	W	I	W	Y	W	H
	K	T	R	J	Z	O	V	E	R	T	I	G	O	C	A	M	H	J

We will be closed Friday, April 10 (Good Friday), and Monday, May 25 (Memorial Day).

Our Patient Testimonials

"There are not enough words to explain how they treat me. They were wonderful, kind, and most important, they were patient with me. They were also concerned with my comfort."

"Very friendly people, good service, and didn't push me into getting aids. So glad I took that step forward, thank you."

"This was a very positive experience. I began wearing hearing aids in 1965 and now feel these are the best ever."

About Our Staff

Dr. Mary Lynn Graham Mary Lynn is still very happy and still claims to be a newlywed. Most recently, she decided to share one of Jim's hobbies and joined a dart league with him.

Gretchen Pierce Gretchen is enjoying working inside on home renovations and trying new recipes, like Grandma's Dump Cake and three-cheese lasagna.

Jamie Ingle Mark, Jamie, and Jackson are all doing well. Jackson is currently enrolled in preschool, and is of course the smartest in the class.

Dr. Amy Johnston Dr. Amy Johnston and her husband Neil are gearing up for a summer of travel and are working on starting a family.

Betsy Ankers Cold weather is keeping Betsy home, with the exception of taking Andrew to skateboarding classes.

Cheryl Seifert Another grandchild for Cheryl! Matthew was born January 2. Cheryl is awaiting a second grandson, Kaiden, expected April 10. Smiles galore!

Martha Bolyard Martha is involved with the 130th Anniversary Committee at Pikeside United Methodist Church. She is helping to plan and implement events throughout 2009.

Donna Tatum Donna is still "loving on and spoiling" her granddaughter Addison, who will be two in March and is still the apple of Gamma's eye.

Laura Cesnik Laura's oldest daughter, Anne, will be attending VA Tech in the college of engineering. Laura couldn't be more proud of her!

Angie Franks (Our new Charles Town Patient Relations gal) Angie began working with Audiology Hearing Care Services on Dec 1. She is a Charles Town native and has an 18 year old daughter. Welcome Angie!

Our Mission

Our mission is to provide lifetime improvement in the quality of life for all individuals in the Martinsburg and Charles Town area challenged by hearing loss, tinnitus or balance disorders — to make a difference much broader than just the improvement in symptoms.

A Note from Mary Lynn

As you are aware, these are challenging times for many folks. Many individuals who have great need are holding on to their pennies very tightly and are not making the decision to improve the quality of their lives through better hearing. Therefore, our patient numbers have been down somewhat. If you have any suggestions, any recommendations or if there is something you feel we could do better, please let us know.

Please know your importance to us, as you are our best resource. The biggest compliment that you pay us would be to refer a friend!



Remember:

- After the "breaking in" period, it is important to **increase your wearing time** until you are using your instruments all day.
- **Don't set the volume too high.** This can result in distortion rather than in improved understanding.
- Turn your instruments off when not in use overnight. Be sure to **leave the battery door open** to allow any moisture to dry.

CareCredit®

Financing that gives you the freedom to purchase your hearing aid(s) whenever you're ready. It's easy to apply. With three simple steps, including an instant approval process, you can say goodbye to the waiting time and improve your hearing sooner. The best part of all is low monthly payment plans that you can pay conveniently over time.

Funny Thought: "You're getting old when you get the same sensation from a rocking chair that you once got from a roller coaster!"

Medicare and You

(Information collected from the 2009 handbook)

Medicare Part A (Hospital Insurance)

- Helps cover inpatient care in hospitals
- Helps cover skilled nursing facility, hospice and home health care

Medicare Part B (Medical Insurance)

- Helps cover doctors' services and outpatient care
- Helps cover some preventive services to help maintain your health and to keep certain illnesses from getting worse.

Medicare Part C (Medicare advantage plans like HMO or PPO)

- Health coverage choice run by private companies approved by Medicare
- Includes Part A, Part B and usually other coverage including prescription drugs

Medicare Part D (Prescription drug coverage)

- Helps cover the cost of prescription drugs
- May help lower your prescription drug costs and help protect against higher costs in the future

Office Appointment Hours

(Closed for lunch 12:00-1:00)

Charles Town Office

304-728-6763

113 W. Liberty St., Suite 201
Charles Town, WV 25414

Monday **Closed**

Tuesday 9:00 a.m. – 4:00 p.m.

Wednesday 10:00 a.m. – 7:00 p.m.

(Lunch 2:00-3:00)

Thursday **Closed**

Friday 9:00 a.m. – 5:00 p.m.

Martinsburg Office

304-264-8884

1316 Rock Cliff Drive
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Monday 9:00 a.m. – 7:00 p.m.

Tuesday 9:00 a.m. – 5:00 p.m.

Wednesday 9:00 a.m. – 5:00 p.m.

Thursday 9:00 a.m. – 5:00 p.m.

Friday 9:00 a.m. – 5:00 p.m.

Need a speaker for your meeting? We would be pleased to provide a presentation to any and all interested organizations, churches, associations or groups about hearing loss and related concerns. If you would like to schedule a speaker or would like more information, please call Audiology Hearing Care Services, Inc. at **(304) 264-8884** or email ajohnston@audiologyhearing.org.

Our Vision

Patients will consistently feel care and compassion through every contact with the office: from the front office, from the audiology staff, from the billing staff and from any other staff person. Patients will perceive unsurpassed value throughout their lifetime of care and service. AHCS staff will feel that their lives have been enriched by their involvement in the business, and that they have helped to "make a difference."

Comprehensive diagnostic testing will be performed using state-of-the-art equipment. When needed for optimum care, referrals or consultations with other professionals will be encouraged. Hearing aids and/or tinnitus devices will be recommended based on an evaluation of lifestyles and individual needs. Hearing aid and tinnitus patients will be provided a thorough education during their adjustment period.

Patients will receive a lifetime of exceptional care, and will be kept abreast of new information. An ongoing relationship with each patient will be achieved through compassionate care from all AHCS staff, regularly-scheduled return appointments, newsletters, office communications, birthday cards, patient parties, and sympathy and bereavement cards.

Mark your calendars for our "Christmas in July" picnic on July 16, 2009!