Hearing Health Clinic

A DIVISION OF **BELLINGHAM EAR, NOSE & THROAT**



Our Customized Care Approach

We don't believe in a "one size fits all" approach to the selection and fitting of hearing aids.

We work with multiple manufacturers so we can offer a large portfolio of products to meet your needs.

We offer multiple styles, sizes, and technology levels of hearing aids to match all lifestyles, listening needs, and budgets.

We provide education, training, and guidance so you feel confident about your ongoing treatment plan.

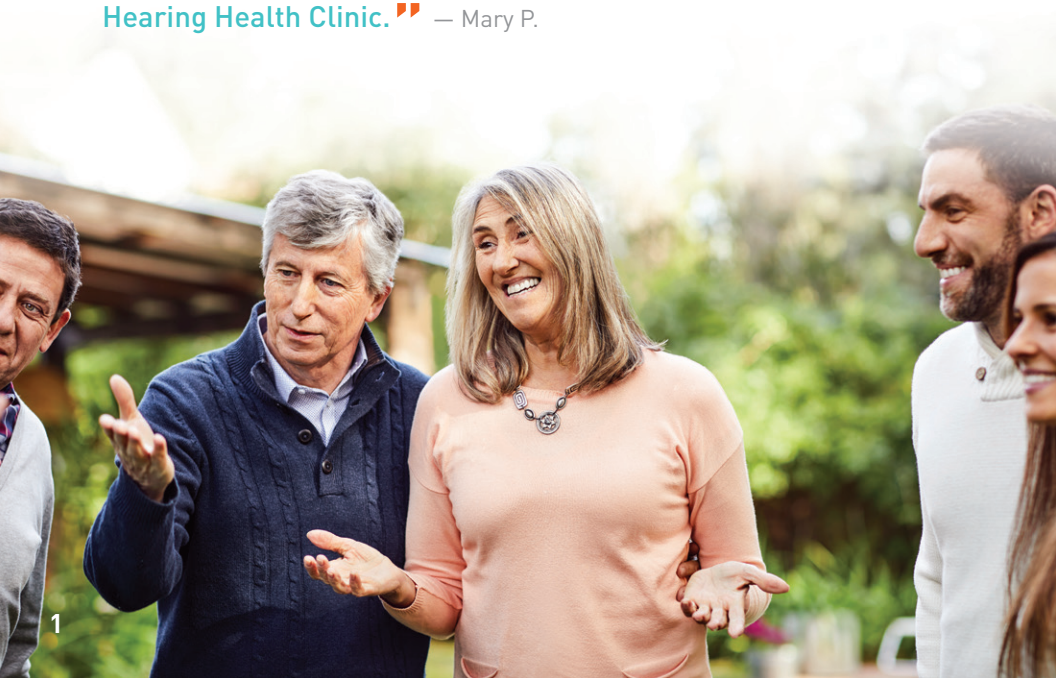
In the event of an immediate medical need, we have ENT physicians on site to give you the best overall care.

Know the Signs of Hearing Loss

Recognizing hearing loss is the first step towards improving quality of life. Symptoms of hearing loss may include:

- Speech sounds mumbled
- Hearing but not understanding speech
- Asking people to repeat themselves
- Trouble hearing women's or children's voices
- Trouble understanding conversations in groups or background noise, such as in a restaurant or a car
- Avoiding social situations that were once enjoyed
- Having to turn up the TV/radio louder than others would prefer
- Tinnitus, or noises in the ear

"I've experienced excellent service, I'd even say outstanding! This was my first experience with getting hearing aids and I'm very happy with them. I've returned a few times for adjustments and each time I've received good service. I've told three friends about my hearing aids and how satisfied I've been with the Hearing Health Clinic." — Mary P.



What Does My Treatment Look Like?



Step 1: Consultation

- Review your hearing test and implications of your hearing loss
- Discuss your lifestyle, listening needs, and budget
- Review various hearing aid styles and technology levels
- Basic instruction, counseling, and realistic expectations on day to day use of hearing aids

Step 2: Fitting

- Detailed instruction on cleaning and care, familiarization, counseling, and troubleshooting tips for ongoing use of your hearing aids
- Fine tuning of the hearing aids using real ear verification that ensures the hearing aids are properly programmed according to your ears and hearing loss
- Experience improved hearing with your new hearing aids

Step 3: Follow Up

- Review questions encountered during the first few weeks
- Fine tune or adjust hearing aids as needed
- Review cleaning and maintenance schedule
- Follow-up appointments: you will be scheduled for routine maintenance

Step 4: Ongoing Service

- No charge for office visits, repairs, and services during the warranty period – up to four years (Note, there is a fee for service when outside of the warranty or on instruments purchased elsewhere)
- Quarterly preventative maintenance appointments which include cerumen removal (if required) and cleaning hearing aid(s)
- Walk-in services available Monday through Friday
- Batteries and cleaning supplies available for purchase to keep your hearing aids in good working order

Why Hearing Health Clinic?



Our audiologists participate in continuing education on the most current technology, testing protocols, and candidacy criteria. We follow **audiology best practices**, including questionnaires, case history, real ear verification, customized treatment plans, and follow up care and measures.

Our full-time audiology assistant is available for walk-in services, trouble shooting, hearing aid cleaning and minor hearing aid repairs. We provide remote programming on some models of hearing aids that can be performed from the comfort of your own home or office.

We love to give back to the community through our in-house hearing aid donation bank and Gift of Hearing program.

You may be eligible for a hearing aid benefit.
We can help determine if you are.

As a preferred provider of most major medical health care plans, we offer 60-day trial periods, and extended warranty plans. We are also contracted with most state, federal, and 3rd party worker's compensation plans, and offer leasing options and Care Credit.

Our Services

- Diagnostic Hearing Evaluations
- Free Hearing Aid Consultations
- Customized Hearing Aid Fittings
- Routine Follow-up Care
- Preventative Maintenance
- Tinnitus Management
- Custom Hearing Protection
- Custom Earmolds
- Assistive Listening Devices
- On-Site Lab for In-house Repairs
- Battery Club Savings
- Rechargeable Hearing Aids
- 100% Invisible Lyric Hearing Aids
- Cochlear Implant Candidacy Testing
- Cochlear Implant Mapping
- State of the Art 100% Digital Hearing Aid Technology
- Hearing Aids with Bluetooth Connectivity

Get to Know Us



Dr. Vanessa Snow received her bachelor's degree in Communicative Disorders/Deaf Education and her Doctorate of Audiology from Utah State University. After working as an Audiologist in Idaho, Dr. Snow moved to Bellingham to take advantage of everything the Pacific Northwest has to offer.

Dr. Kelsey Boze earned her Bachelor of Arts in Speech and Hearing Sciences from the University of Washington and her Doctor of Audiology from Western Washington University. Prior to moving to Bellingham, Dr. Boze completed her clinical training in the Seattle area.





Dr. Madeline Henry earned her Bachelor of Arts in Communication Sciences and Disorders from Western Washington University where she was recognized with the department's Outstanding Graduate Award. She went on to receive her Doctor of Audiology from the University of Colorado Boulder.

Chanda Renner is our Audiology Assistant. She is available to assist patients with routine device cleaning, minor repairs, hearing aid diagnostics, troubleshooting, and general questions.



Advantages of Hearing Health Clinic Hearing Aids vs. Over the Counter Purchases

Navigating the Process	HHC Prescription Hearing Aids	Over the Counter (OTC) Hearing Aids
Hearing Loss Severity	All degrees (mild to profound).	Self-perceived mild to moderate.
Age Treated	0+	18+
Hearing Loss Diagnosis	Diagnosis confirmed through comprehensive audiogram hearing evaluation.	Subjective perception of hearing loss approximated by oneself.
Selection Process	Customized hearing aid consultation with hearing healthcare professional.	Self-selection
Fit By	Licensed audiologist	Self or non-licensed support personnel.
Design	Not limited by depth or design; includes custom molded and invisible in the canal options.	One-size-fits-most or semi-custom; hearing aid must sit >10mm from eardrum.
Verification of Amplification Levels	All wearers undergo real-ear measurements at the time of hearing aid fitting.	None
Price	Varies based on what services or warranties are included in the cost and level of technology. You may be eligible for a hearing aid benefit. We can help determine if you are.	Varies by vendor or retailer.
Return Policy	Washington State requires a 30-day trial period. Our office offers 60 days.	Not required by FDA; determined by manufacturer and state of sale; this information must be on the hearing aid packaging.

Office Hours

Monday-Thursday: 8:30am-5:00pm

Friday: 8:30am-4:00pm



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