

Hearing Aid Services of Hollywood

maximizing your hearing potential
with today's technology

Preferred Patient Newsletter
Issue 56 — Spring 2021

7080 Hollywood Blvd., Suite 814
Los Angeles, CA 90028

Phone: (323) 463-7109 • Fax: (323) 463-7707

Website: lahearing.com



Jeff's Corner

The Oticon More™: Patients' Comments

Several months have passed since Oticon introduced the More product line and all I can say is "WOW!" The comments provided during my initial fittings have been overwhelmingly positive. Here are a few examples of what patients have reported...

"The clarity of the sound is remarkable. I'm hearing music as I did when I was 25 years old."

"I cannot believe how crisp and clean everything sounds. The joy of hearing the nuances of my grandchildren's voices, especially the three-year-old, almost brought tears to my eyes."

"I can now understand the voices of people wearing COVID-19 masks. And, no more battery changes."

"My wife is amazed at how low we can now listen to the television without my having to ask her what was said."

"I can hear my husband even with water flowing into the sink and the exhaust fan of the stove running at high speed."

"It doesn't feel like I am wearing hearing aids."

All of those quoted above were satisfied users of earlier high-performance technologies dating from 2017 or later. As of this writing, my patients' reviews of the Oticon More product line have confirmed that it is an outstanding performer offering significant improvements to quality of life beyond user expectations.

My complete review of the Oticon More appeared in our winter newsletter. If you need another copy, we'll be happy to send you one, or visit our website at lahearing.com. The article's link appears at the bottom of the homepage.

Jeff

New High Power Hearing Solutions

Two new products are now available that more effectively manage the



needs of those with severe-to-profound hearing losses. The challenges of this condition include limited audibility

and poor sound quality. It is imperative that hearing aids provide patients sufficient volume without distortion or acoustic feedback, while separating speech from interfering noises.

GN ReSound

GN ReSound's newest *ENZO-Q Premium-Plus* hearing aid for severe-to-profound hearing losses is a complete hearing solution that delivers high-quality sound, prescribed volume with no feedback, and seamless connectivity to virtually any audio source. Combined with remote fine tuning and real time patient support, the result is a more powerful, personalized hearing experience than ever before.

An onboard system called *Environmental Optimizer II* automatically adjusts the volume of the speech you want to hear, while *NoiseTracker II* adjusts noise reduction settings to appropriate levels that keep distracting background sounds comfortable, yet audible. Patients can adjust volume and pitch response using the *ReSoundSmart 3-D app* to enhance hearing in difficult listening situations.

A secondary noise control, *Impulse Noise Reduction*, takes the edge off sudden jarring sounds (e.g., slamming doors or clattering plates) that can drown out quieter speech sounds. It suppresses the exact

Continued on page 2

frequency of the noise without losing any of the speech sounds that occur at the same time.

Talking on the phone is simple and hands-free. You can stream directly from iOS and Android (version 10.0 or later) phones to your hearing aids and enjoy clear, comfortable sound.

Phonak

Phonak has been a leader for years in producing hearing aids for severe-to-profound losses. Now, the new Phonak *Naida Paradise*™ features a revolutionary processing algorithm designed to balance audibility, loudness and sound quality in all listening environments. The new *Speech Enhancer* boosts the peaks of soft speech signals

in quiet listening environments to make even the softest voices audible. When in loud environments, the *Dynamic Noise Cancellation* system works with updated directional microphone technology to improve speech understanding while simultaneously limiting interfering noises.

All Paradise models connect directly to Apple and late-model Android phones. Additionally, your phone can be used to create custom programming or adjust the volume and sound quality of the pre-programmed settings in the units.

If your current power aids aren't living up to your needs, give our office a call to set up a demonstration of these two fine products.

Hearing Loss in the Workplace

According to the Hearing Loss Association of America (HLAA), of the 15 percent of Americans who report some degree of hearing loss, about 60 percent are either employed or students in an educational setting. Hearing loss can require targeted support at school or in the workplace, but it need not decrease your productivity or place additional stress on you during your day.

Employers in the United States are legally obligated to provide an equal opportunity workplace under the Americans with Disabilities Act (ADA). To be protected under the ADA, "you must have... a substantial, as opposed to a minor, impairment. A substantial impairment is one that significantly limits or restricts a major life activity such as hearing, seeing, speaking, walking, breathing, performing manual tasks, caring for oneself, learning or working." If you satisfy the employer's requirements for the job, you must be able to perform the essential functions of the job with or without reasonable accommodation.

Making the Workplace Accessible

Accessibility for people with hearing loss means being able to hear and understand communications and audio signals in whatever form they occur: face to face (either one to one or in groups); over the telephone; public address announcements; recorded sound, including TV, radio, movies, Internet-based information; and alerting and emergency notifications.

In a workplace setting, you may find that you need support beyond the help your hearing aids offer. Utilizing assistive listening systems or devices could be necessary to accommodate your needs.

- **Hearing Aid Telecoil** – A telecoil is a feature found in many hearing aid models that connects to assistive technologies such as whole room FM and infrared listening systems (ALS). An ALS is most often used to help improve listening in lecture halls and conference rooms.
- **Captioned Telephones** – These devices translate words into text on a screen connected to the phone. Speech comprehension is enhanced when the listener can both hear and see the words of the speaker.
- **Bluetooth Technology** – If supported by your hearing aids, you can connect to a phone or other audio source digitally and stream the signal directly to your devices.

Workplace Communication Tips

Most problems stem from misunderstanding, so open communication is key for effective relationships. If you have hearing loss, you need to give your coworkers and your boss a few tips on the best way to communicate with you. Ask colleagues to speak clearly at a moderate pace and look at you while they're talking. Encourage coworkers to rephrase, rather than repeat, when miscommunication occurs.

For More Information

HLAA has developed several resources for employees with hearing loss. Their employment toolkit covers nearly every issue an employee with hearing loss might encounter:

https://www.hearingloss.org/wp-content/uploads/Employment_Toolkit-2018.pdf

The U.S. Equal Employment Opportunity Commission (EEOC) has detailed guidance on hearing impairments in the workplace and the ADA: <https://www.eeoc.gov/laws/guidance/your-employment-rights-individual-disability>

Adapted from HealthyHearing.com