

The Hearing Care Centre

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Fact Sheet No 1 – An Introduction to The Hearing Care Centre

If you are thinking about a hearing aid for the first time or are an experienced hearing aid user looking to take advantage of some of the latest developments in computerised hearing aid technology this fact sheet will give you an idea of what is available.

I am thinking about a hearing aid for the first time, what should I do?

The first step in helping your hearing loss is for us to have a full understanding of your hearing problems. An initial assessment is **completely without obligation** and after discussing your difficulties and examining the ears, a series of tests will allow us to make a recommendation of the best types of aid for you.

Do I need to be referred by my family doctor?

You may come along to the Hearing Care Centre without referral from your family doctor. Our examination will identify any potentially medically treatable medical condition, and we will recommend that you to seek medical advice where necessary. We encourage the involvement of medical professionals and with your permission, we will keep your GP or Consultant informed of your progress.

People have told me that hearing aids are fine for one-to-one conversation, but not helpful in background noise, is this true?

One-to-one conversation is the easiest listening situation for those with good as well as poor hearing. In background noise those with hearing loss face particular difficulties. Modern hearing aids have taken great steps in minimising the intrusive effects of background noise. The degree and type of hearing loss from which you suffer will influence how well you hear with your hearing aid, but the initial hearing assessment will identify any potential problems. The latest fully digital and digitally programmable hearing aids offer many advantages over conventional behind-the-ear and in-the-ear aids, particularly in difficult listening situations.

What happens in the future if my hearing aid needs servicing?

The hearing aid has a comprehensive one or two year manufacturers warranty and is covered by a 30-day 'no-quibble' money back guarantee of satisfaction. We operate a system of regular reviews, this includes a checkup of your hearing and your hearing aid.

What should I do next?

Contact The Hearing Care Centre Telephone 0800 028 6179 to arrange an appointment for an initial consultation. This initial evaluation is completely without obligation.

If you have any queries you are welcome to contact The Hearing Care Centre for individual advice on

 **0800 028 6179**