

SOUND

Advice

from Total Hearing Solutions, Winter 2009

Office News

Happy Holidays! Everyone here at Total Hearing Solutions wishes you and yours a happy, healthy holiday season! If we can do anything to help make your holiday hearing brighter, call us at 317-705-2700, or stop in during our walk-in hours for a clean & check. Our walk-in hours are as follows: Monday 1:30 p.m. to 4:30 p.m.; Wednesday noon to 3:00 p.m.; and Friday 8:30 a.m. to 11:30 a.m.

We have a new Customer Service Specialist for our front office, Tammy Johnson. Trina has moved to our Customer Service Specialist for Patient Recall position. When you hear from Trina, she is calling as a friendly reminder to come in for your annual audios, clean and checks, supplies, or to look at new technology that might benefit you. At Total Hearing Solutions, you are important to us and we take pride in exceeding our patients' expectations through exceptional service!

No more excuses: treat your hearing loss!

Does this sound familiar? You're getting older and people around you say you're having trouble hearing them. But you're convinced it's not you. Even if it is you, you're not wearing hearing aids—you're not that old. And on top of that, you don't want to deal with the inconvenience or changes that hearing aids bring. Not to mention how expensive they are...

There are plenty of excuses why you "shouldn't" buy hearing aids, but that's all they are—excuses.

It's true that getting used to hearing aids can take some time. After all, with hearing aids you are suddenly hearing sounds you haven't heard in years—sounds you forgot even existed! Your ears and brain need time to adjust to these "new" sounds. This adjustment requires time and patience, but the benefits of improved hearing are so numerous that this adjustment process is certainly worth the effort.

Just think, hearing aids will ensure your safety at home and in public places. They will increase your overall quality of life—including physical, emotional, and social aspects—by allowing you to listen to conversations, communicate effectively with others, participate in activities you've been avoiding, and interacting more with family and friends. Hearing aids give you a whole new lease on life!

So ask yourself, isn't all that benefit worth a little temporary inconvenience while adjusting to your new hearing aids? If you needed glasses to see better, you'd get them without thinking twice about it, right? And glasses are much more visible than today's hearing aids! Change and inconvenience are scary to some people, but hearing aids will bring about a positive change for your life. It all comes down to your quality of life. Stop making excuses, and take the steps to deal with your hearing loss and improve your quality of life today!

Give the gift of hearing this holiday season!

This time of year we often hear, "I can't buy hearing aids now with the holidays coming!" To that, we say, "Bah Humbug!"

Think about it... isn't it more important to hear everything during the holiday season? Everyone is home to celebrate as a family and you need to hear! Don't spend another celebration struggling to hear your family and friends, and missing the great jokes and stories being shared. New, improved, smaller hearing aids are available, and now is the time to give yourself the gift of better hearing! What better holiday present could you give yourself and your family? Call us today for a Hearing Aid Evaluation and use the coupon on this newsletter to save yourself \$200 on a set of hearing aids!



Total Hearing

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SOLUTIONS

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*We wish you the
happiest of holiday
seasons!*

Call Tammy today to
set up your appointment,
and start your holiday
season and New Year off
with better hearing!

Getting to Know You: Trina Strong



If you have not met me yet, you will soon! I am here to ensure all of our patients are provided with the exceptional care, compassion, and expertise they've come to expect from Total Hearing Solutions.

Growing up in an Italian family that owned a restaurant, I was exposed to the world of customer service at a young age. As you can imagine, if your family owns a restaurant you are expected to work!

At age 11, I began my customer service career. For 30 years, I had the pleasure of helping people and putting a smile on their face! I have worked as a police dispatcher, managed a clothing manufacturing company, owned my own cookie business, and sold cars for Penske Honda (I know what you are thinking, and not all car salespeople are dishonest!).

Now, I am excited to be part of the team here at Total Hearing Solutions! I believe that if you want a productive business, it begins with your patients' happiness and satisfaction—customer care is the icing on the cake!

If we haven't met already, I look forward to meeting you on your next appointment, and I wish you and your family a safe and happy holiday season!

To help make your season
brighter and happier,
present this coupon at our
practice and receive

\$200 OFF
a set of new
hearing aids

HURRY!
Offer expires
January 29, 2010.

**Offer not applicable on previously
purchased hearing aids**