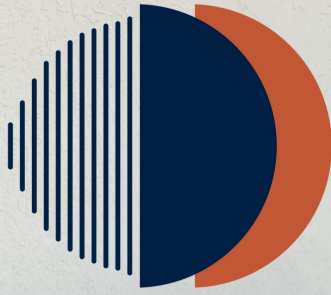


OCTOBER 2020



NORTHWEST HEARING + TINNITUS



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COVID-19 Update:

To ensure that all patients are comfortable in a safe and clean environment:

1. One-on-one appointments are scheduled with significant time gaps to ensure ample time to clean, disinfect and sanitize between patients.
2. We are offering curbside assistance for certain maintenance appointments, allowing patients to stay in the safety of their own vehicles.
3. Remote in-home programming and telehealth appointments are available for many situations.
4. We are mailing needed supplies directly to our patients.

Thank you for your understanding during these challenging times. For more information, please visit www.northwestaudiology.com/novel-coronavirus-covid-19/



A MESSAGE FROM DR. MELANIE HECKER



Hello, dear patient! I want to start this message by expressing our **IMMENSE GRATITUDE** to you for your continued loyalty to our clinic. This year has come with massive changes, and it means the world to us to see the sustained commitment and allegiance of our patients to the health of this clinic. We love that you have shared in our enthusiasm and excitement for the rebranding changes. It has been fun to feel like we are doing this together and have a new vision to look forward to together, as we finish out 2020 and share hopes for a better future. **Thank you for putting your trust in us to provide the best possible hearing health care with kindness, integrity and best practices!** We hope that you continue to share the message and power of how improved communication and hearing abilities has helped you reconnect with your life, and those most important in it.

Melanie Hecker, AuD

NEW TO THE CREW



DR . ERIKA BEST
Audiologist

Dr. Erika Best received her Doctorate of Audiology from Louisiana State University in 2017. Prior to moving to New Orleans for her Doctorate, she obtained a Bachelor's degree in Anthropology from Florida International University in Miami, near where she grew up. Dr. Best spent much of her childhood traveling to South America visiting family in Uruguay. Fluent in Spanish, she enjoys helping a diverse population by providing the best hearing healthcare possible. Most recently, Dr. Best worked in the hearing aid manufacturing industry as technology specialist for the Northwest region. She enjoyed using her problem-solving skills and attention to detail to address challenging situations and assisting Audiologists with their most puzzling cases. She is passionate about building strong relationships with patients and their families and helping people get the most from their hearing technology. Dr. Best enjoys being part of a collaborative team to aid in the diagnosis and treatment of hearing disorders. When not helping people hear, Dr. Best enjoys spending time with her fiancée, family, and friends. She particularly enjoys fishing, camping, being out in the sun, and keeping up with the most interesting TV shows and movies.

Pam Svardal is the Patient Care Coordinator. Pam has had a lively work background from being a construction business owner to working as a florist. Also, she spent six plus years working at a hearing clinic in downtown Edmonds. She is very outgoing and loves working with people. Pam is originally from Seattle. She now lives in beautiful Edmonds. She loves flowers, gardening, walking, movies and a good game of football. Always looking for a good laugh too. Pam also keeps close to her family and friends.



PAM SVARDAL
Patient Care Coordinator

HURRICANES IN LOUISIANA

NWHT PHILANTHROPY

Northwest Hearing and Tinnitus donated funds to support The Red Cross to support those affected by the recent hurricanes in Louisiana.

The Red Cross handed out supplies and fed people who had been impacted by Hurricane Laura and Sally.

You can help too by making a donation or becoming a volunteer. Make a difference in the lives of people impacted by Hurricanes Sally and Laura by visiting redcross.org, calling 800-RED-CROSS or texting the word HURRICANES to 90999 to make a \$10 donation. Donations enable the Red Cross to prepare for, respond to and help people recover from these disasters. This includes providing food, shelter, relief supplies, emotional support and other assistance. Ensure your donation helps people affected by Hurricanes Sally and Laura by choosing that option on redcross.org/donate or 800-RED-CROSS.

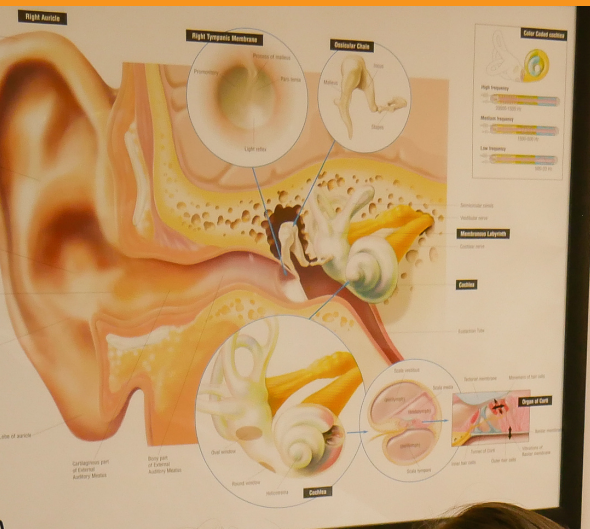
Our thoughts and prayers go out to all the people of Louisiana during this challenging time.



NORTHWEST
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American Red Cross



It's that time of year again!
Let's make sure we make the most of your
INSURANCE BENEFITS by getting in your annual
hearing test and/or new hearing devices that may be
covered/partially covered by your insurance plan.

Not sure what your benefits may cover?

**Call us today at (206) 367-1345
so we can look up your coverage plan!**



NORTHWEST
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DIABETES AND HEARING LOSS

Written by Dr. Kindra Veith

You may be thinking, ‘Why is my hearing healthcare provider sending me an article about diabetes?’. Most people are aware of the effects Diabetes has on blood sugar, vision, neuropathy (lack of feeling in limbs), and so on.

But did you know that Diabetes can also impact your hearing?

Ears, just like other parts of your body, need oxygen to function properly. Diabetes can interfere with blood flow, which turns into a lack of oxygen. When your cochlea (hearing organ) does not get the oxygen it needs, the cells do not function as they normally do and this can translate to an onset of tinnitus (ringing in the ears) and/or hearing loss.

Just as an Optometrist recommends annual eye exams, we as Audiologists recommend annual hearing exams, especially if you are diabetic or prediabetic. Diabetes can accelerate hearing loss if it is not managed properly, so it is imperative to seek annual hearing exams to monitor for any changes.

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JUST AS AN OPTOMETRIST RECOMMENDS ANNUAL EYE EXAMS, WE AS AUDIOLOGISTS RECOMMEND ANNUAL HEARING EXAMS, ESPECIALLY IF YOU ARE DIABETIC OR PREDIABETIC. DIABETES CAN ACCELERATE HEARING LOSS IF IT IS NOT MANAGED PROPERLY, SO IT IS IMPERATIVE TO SEEK ANNUAL HEARING EXAMS TO MONITOR FOR ANY CHANGES.

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HEARING AIDS AND COVID-19

Written by Sabrina Habib



Keeping your hearing aids clean and in tip-top condition is crucial now more than ever. Below are tips that will help maintain the cleanliness and functionality of your devices:

- Wipe hearing aids with a soft dry cloth or recommended; a disinfectant wipe specifically made for your hearing aids such as the Audiologist's Choice Audio Wipes.* Avoid any harsh wipes with chemicals in them as this may damage your hearing aids. We recommend doing this step every day to remove dirt, oils, and bacteria.
- Use the brush that came with your hearing aids to clean the microphone ports on your devices. Gently brush away any debris that may be clogging the holes.
- Pay close attention to the filters and domes/earmolds on your hearing aids to make sure they are not clogged with wax. We recommend changing them once a month or as needed.
- Place hearing aids in a dry-aid kit every night. There are various types to choose from. We recommend electrical dry aid kits or UV dry aid kits as they are the most effective. UV dry aid kits are the newest update to dehumidifiers. Not only do they dehumidify but they also disinfect hearing aids as well. If you have rechargeable hearing aids we recommend using a dry aid kit 2-3 times per week. Choose a 1-3 hour timeframe when you may not need your devices and place them in your dry-aid kit prior to charging them for the night.
- If you have not been in the clinic for a check and clean appointment of your devices in the last 6 months, we highly suggest scheduling one so we can deep clean your devices and stock you up on any supplies you may need.

*All recommended products may be found at Northwest Hearing + Tinnitus.

**Visit shop.northwestaudiology.com or
Call us at (206) 367-1345 to place your order!**



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10564 5th Avenue NE, Suite 203
Seattle, WA 98125

Return Service Requested



**Are you in need of hearing aid cleaning or repair?
Are you ready for an upgrade to the latest technology?
Have you been putting off your appointment
due to the current environment?**

Call us today **(206) 367-1345** to schedule your
COMPLIMENTARY
one-week trial of these NEW technologies and
get \$500 off of the purchase of your premium set!