



# The sound of satisfaction



Patients with and without hearing aids complain about trouble hearing on the phone. Show that you're hearing them just fine with an additional solution: CaptionCall.

Our captioning phone and service address one of patients' top frustrations and can help you gain their loyalty. (After all, 50% of hearing aid owners and 43% of individuals who didn't buy hearing aids say they are not "very satisfied" with their provider.\*) Show you're listening better, too. Learn more about this no-cost solution at [captioncall.com/provider](http://captioncall.com/provider).

Your patients look to you to direct their hearing health journey with maximized results. That is ultimately how they evaluate your performance and their overall satisfaction level with you and your service. So many factors impact their satisfaction levels, from staff friendliness and knowledge, office environment, clear communication before, during and after the examination, and precise treatment

recommendations including solutions that address all their hearing healthcare needs.

A single solution such as a digital hearing aid is often not a complete solution for your patients if you wish to help them live well with hearing loss and enjoy an enriched, fulfilling life. A patient friendly approach is a holistic approach. It is likely they will need assistance in a variety of listening situations—one-on-one, small or large groups, restaurants, telephone, and television to name a few.

As you make choices on what additional products and services to carry and recommend as part of your holistic offering, remember to keep it simple, be consistent with it, and only link your brand with the best options. When you do, you will be rewarded with the increased trust they place in you as their hearing-care expert who understands their needs and recommends the very best.

Find details about the CaptionCall phone at [captioncall.com/provider](http://captioncall.com/provider) or 1-877-557-2227.