

Hear from the Experts



Whisper Hearing Centers
Hear from the experts.
www.whisperhearingcenters.com

Whisper Hearing Centers Newsletter for Patients and Families

Fall 2020 Edition

**December
Battery
Sale Card!**
See inside

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In this Issue:

Face Mask and Hearing
Aid Challenges
Page 1

Whisper Hearing Centers'
Fall Recipe
Page 2

Patient
Testimonials
Page 2

Meet Our Newest
Audiologists
Page 3

Battery Sale
Page 3

Locations
Page 4

Recommendations for communication challenges during COVID

Wearing face masks in public has become necessary in order to help limit the spread of coronavirus, but that's not the only thing the masks limit. While important from a health perspective, it is also important to understand the unintended consequences of face coverings for our patients. Patients report increased difficulty communicating due to masks reducing volume and clarity of speech as well as eliminating visual cues needed for lip reading. Unfortunately, that's not the only problem people with hearing loss and hearing aids are encountering.

What is a hearing aid wearer to do?

Here are some tips to make face mask and hearing aid wearing more comfortable:

- Use a mask with soft fabric ties that can go all the way around your head to avoid wearing elastic loops behind on your ears
- Use a mask holder/extender that is worn near the back of the head and can hold the mask ear loops to help reduce interference with your hearing aids (many medical practitioners now use these, since they have to wear tight-fitting masks all day)
- Attach a button onto your eyeglasses using small rubber bands or by sewing them around the arm of the glasses to avoid placing the elastic around your ears
- Be extra careful not to rush when removing the mask so you do not yank the hearing aids out of your ear and potentially lose them
- Check that the hearing aids are still in place after you remove your mask



New appointment options available

During this challenging time, we have several options to address patient needs while ensuring health and safety. We are pleased to announce that we are now able to offer remote programming for our patients wearing select hearing aids that have this technology available. Remote programming allows adjustments to be made to the hearing devices without the patient having to come to the office. While we still offer in person appointments, remote programming provides an opportunity for patients to receive some services or adjustments from the comfort of their home. We are also able to provide curbside appointments when appropriate at several office locations.

At Whisper Hearing Centers, we care about the health and safety of our patients. Following CDC guidance, we have implemented COVID screenings, enhanced cleaning procedures, and use personal proper protective equipment. We understand how challenging it can be for people with hearing loss during a pandemic and are trying to do everything possible to make our patients' lives easier.



Heather Mickey's No Bake Pumpkin Pie

By: Centsless Meals
Prep time: 15 minutes | Total Time: 15 minutes
Servings: 6



INGREDIENTS:

- Premade graham cracker crust
- 15 ounce can pumpkin pie filling
- 8 ounce tub whipped topping
- 1 teaspoon cinnamon
- 8 ounce package cream

INSTRUCTIONS

1. In a medium mixing bowl, whip the cream cheese until fluffy.
2. Add pumpkin pie filling and cinnamon. Mix until well combined.
3. Fold in whipped topping and spread into prepared pie crust.
4. Chill for at least 2 hours before serving.
5. Garnish with whipped cream if desired.

IMPORTANT NOTICE:

As of January 1, 2021 the Whisper Hearing Centers/Otolaryngology Associates downtown office located at 1801 North Senate Boulevard, Suite 548 will be closed. We are in the process of evaluating new options to service our downtown patients. In the meantime, we welcome you at any of our other 12 Whisper Hearing Center offices. Our audiologist, Julie Bower, will be seeing patients at our Mooresville office beginning in January.

PATIENT TESTIMONIAL

"I have been a patient of Whisper Hearing Centers for over five years and have received consistently exceptional service. From the front office staff to the physicians. Because I depend on my hearing aids for my profession, it is especially important that I have rapid turnaround for any needed repairs. Julie has been especially helpful! I heartily recommend Whisper Hearing Centers! "

- John N.

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Meet our newest audiologists

Q: Tell us a little bit about yourself.

JJ: I graduated from Ball State University in 2016 with an undergraduate degree in Speech Language Pathology. During my senior year, I took an Audiology course that really piqued my interest, so I continued on at Ball State to receive my Doctorate in 2020. Meeting with patients and seeing the impact we have on the quality of their livelihood is one of the most rewarding aspects of my job.

Q: How do you spend most of your days?

JJ: Most days I'm working with hearing aids and conducting diagnostic testing in our Greenwood office, but you can also find me at our Balance Point facility evaluating and helping diagnose what is contributing to our patient's dizziness and imbalance.



Jessica James
Au.D., F-CCC-A
Greenwood &
Balance Point

Q: Tell us a little bit about yourself.

SZ: I recently graduated with my Doctorate of Audiology from Indiana University, which is where I also completed my undergraduate coursework. I enjoyed spending several years at IU and love everything Bloomington has to offer, including the diverse food options, beautiful scenery, and inclusive community. Outside of my work life, I spend my free time at home with my husband, dogs, chickens, and ducks. I love all kinds of animals and plan to expand my small farm in the near future!

Q: How has COVID-19 impacted how you're treating patients?

SZ: The coronavirus has enabled us to start offering some telehealth appointments for some of our services. One of the greatest benefits is our ability to quickly make programming



Shelby Zimmerman
Au.D., CCC-A
Carmel & Noblesville

Q: Tell us a little bit about yourself.

TE: From medical offices, to non-profit organizations, to hospitals - I've been working in hearing healthcare for over thirty years all across the country. My primary focus has been in hearing aids and diagnostics, and one of the coolest highlights of my career was helping conduct hearing tests for the Andrettis at Indianapolis Motor Speedway.

Q: What's one of the biggest things to change in your tenure as an audiologist?

TE: Technology has so greatly impacted the hearing devices available for our patients. We used to adjust them with a screw driver, and now they're connected to computers wirelessly and easily programmable. The introduction of rechargeable devices also helped take the hassle out of always needing to replace batteries. Total game-changer!



Tamara Engels
M.S., CCC-A
Greenfield &
Indy Northeast

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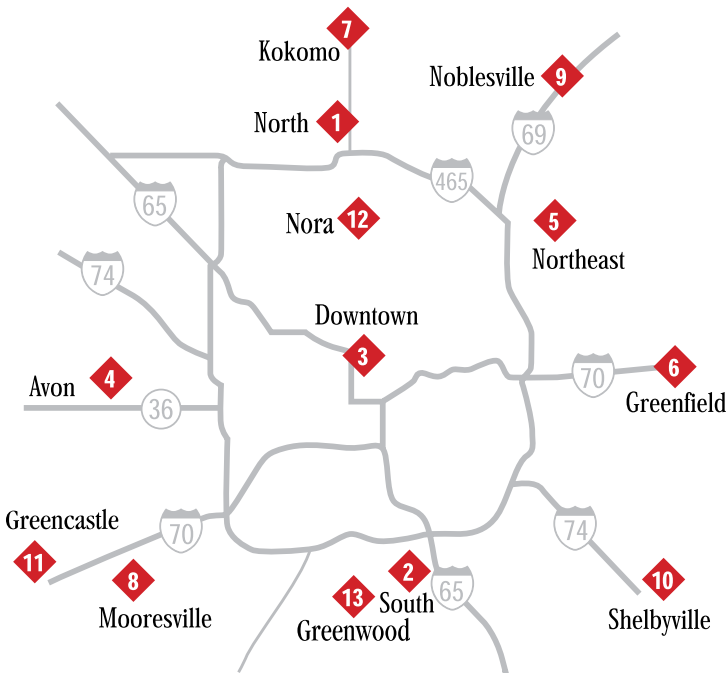


Whisper Hearing Centers

5255 E. Stop 11 Road, Suite 405
Indianapolis, IN 46237



Whisper Hearing Centers



- 1** 11725 Illinois Street
Suite 447
Carmel, IN 46032
317-819-4545
- 2** 5255 East Stop 11 Road
Suite 405
Indianapolis, IN 46237
317-865-2337
- 3** *1801 North Senate Boulevard
Suite 548
Indianapolis, IN 46202
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Greencastle, IN 46135
765-301-7419
- 12** 1070 E. 86th Street
Suite 72C
Indianapolis, IN 46240
317-819-4546
- 13** 2020 S. SR 135
Suite 200
Greenwood, IN 46143
317-807-0727

**Our downtown location will
closed permanently effective
January 1, 2021.*