

Dr. Christine Throm Au.D.

# The Top 10 Things You Must Know Before Choosing Your *Audiologist*



Los Gatos Audiology

# The Top 10 Things You Must Know Before Choosing Your *Audiologist!*

## Welcome Letter from Dr. Christine Throm, Au.D.

Dear Friend,

If you are researching audiologists and different types of hearing treatment options for yourself, your spouse, or a loved one, then you are in the right place! Just like every ear is different, all audiology practices are different, too. In your search for finding the right hearing healthcare professional, you will most likely find there are several options available, but it is important to know that all hearing loss treatment options are not created equal.



At Los Gatos Audiology, our mission is to give the gift of sound to as many people as possible. Our vision is changing lives, advancing the profession, and supporting our community. There is no better reward than seeing how happy our patients are after we boost their hearing clarity. To achieve our vision, and to help you choose the right audiologist, we put this report together: “The Top 10 Things You Must Know Before Choosing Your Audiologist.”

Sincerely,

*Dr. Christine Throm, Au.D.*

Doctor of Audiology

P.S. When you are ready, we urge you to schedule your complimentary Los Gatos Audiology Hearing Consultation, by calling 408.714.0512. If you are scheduling the exam for yourself, your spouse, or a parent, you may be wondering at what age you should you schedule the first evaluation? The American Academy of Audiology recommends a screening by the age of 50 to rule out possible problems that will be much harder to correct in later years. While many patients think age 50 is too early, like every health condition, early identification and early treatment is the gold standard for improving outcomes. We have helped thousands of people of all different ages boost their hearing clarity and improve their quality of life. Again, when you are ready to learn more about your options with us, we are ‘hear’ for you.

Table of Contents

1. Welcome Letter From Dr. Christine Throm, Au.D. .... 2

2. Are They A Specialist? ..... 4

3. Do They Have A Medical or Sales Office? ..... 5

4. Do They Think Brain-First? ..... 6

5. Do They Provide The First Visit Free Of Charge? ..... 7

6. Do They Offer A Warranty? ..... 8

7. Are They Using The Latest Technology & Treatment Options Available? ..... 9

8. Do they Respect Your Time? ..... 10

9. Can You start Treatment The Same Day As Your Consultation? ..... 11

10. Do They Make You Feel Special And Comfortable? ..... 12

11. Do They Care For Your Community? ..... 13

12. Bonus: Do They Accept Most Insurances with Flexible Financing? ..... 14

13. Closing Letter from Dr. Christine Throm ..... 15





## 1. Are They a Specialist?

Audiologists are specially trained hearing health care professionals who take on several extra years of training in order to provide the most thorough diagnostic evaluation and to complete the most comprehensive treatment plans aimed at restoring hearing clarity.

Audiologists also perform auditory rehabilitation that is likely to include the use of NeuroTechnology™ hearing devices that provide proper stimulation to the auditory system. This is a fancy way to describe how we normalize the way our brains process the incoming sounds in order to achieve maximum clarity, especially in background noise.

Another sign of a great specialist is they can show you a before and after of a similar case that they have previously helped. At Los Gatos Audiology, our audiologist is experienced and stays at the forefront of technology by providing the most cutting-edge treatment options for our patients. We know all ears are different, but in the 10,000+ lives and ears we have restored clarity to, we can show you a similar case to your specific hearing situation. Below you will see what life looks like Before and After our treatments.



## 2. Do They Have a Medical or Sales Office??

In the audiology world, it's not hard to open up shop on a shoestring budget and call yourself a specialist. When you are searching for an audiologist, make sure you understand the clinician's credentials and medical affiliations. Oftentimes, smaller offices are somewhat limited in their service offerings and stability. If you find an audiologist with the best credentials and an office that is inviting and in a medical setting, you have found a specialist who understands the importance of hearing health care and will be around for years to help you and your family best understand and address your hearing needs.

At Los Gatos Audiology, our audiologist, Dr. Christine Throm, brings the benefit of an extensive background in audiology to our patients every day. In addition to her education and 15 years of working in prominent area audiology centers, Dr. Throm is the owner of Los Gatos Audiology and is serving as the 2018 President of California Academy of Audiology. Her commitment to providing the best and most comprehensive care to our patients at our 5-star-rated hearing center makes Los Gatos Audiology a top choice for hearing loss rehabilitation, therapy for tinnitus, treatment for balance disorders, and the latest assistive listening devices available.





## 3. Do They Think Brain-First?

Everybody thinks 'we hear with our ears', and while that is partially correct, the process of hearing actually happens at the level of the brain. Today's hearing loss treatments are far more than a simple 'amplifying' device behind your ear. The Neuroscience behind modern treatments is focused on the brain, cognition, and the effects untreated hearing loss can have on the rest of your body.

If your audiologist thinks hearing-first, and not brain-first in his/her treatment plan, you are missing out on many long term lifestyle benefits. NeuroTechnology™ is designed with cognitive aspects of hearing loss in mind, and aimed at restoring the loss of clarity, providing noise-cancelling filters for noisy background situations, and soft-speech enhancers that emphasize the speech of those soft-speakers in your life.

When searching for your audiologist make sure you find a NeuroTechnology™ specialist who understands the significant negative impacts of untreated hearing loss on your brain.

Our experienced team at Los Gatos Audiology is committed to providing the highest quality of hearing care and the latest treatment options available to our patients. We take a brain-first approach to hearing care, focusing on not only restoring your hearing loss but also improving your cognitive function and providing you with long term results.



## 4. Do They Provide the First Visit Free of Charge?

Most audiologists offer free consultations for new patients so that you and your family can get expert advice about hearing loss, available treatment options, and timing before making this important investment. During your first appointment, be sure your questions are being answered, concerns addressed, and you are being educated about all of your treatment options.

At Los Gatos Audiology, we offer a complimentary **Los Gatos Audiology Hearing Consultation** to all our new patients. During your consultation, our audiologist will ask you questions about your hearing condition, your medical history, and any problems you may be experiencing due to your hearing loss. With this information, Dr. Throm will be better able to decide the appropriate diagnostic steps to take before providing you with a personalized treatment plan.

We also make sure there's plenty of time during the consultation for our expert to answer any questions you may have - we always want to make sure you're completely comfortable prior to beginning treatment! In addition, you'll get a FREE copy of Dr. Darrow's book, *Stop Living In Isolation* to take home with you.





## 5. Do They Offer A Warranty?

No matter which audiologist you choose, ultimately you are not making a small investment – in both time and finances. That being said, it is important to know that your audiologist is going to stand behind their medical treatment plan. When looking for an audiologist, make sure they offer a warranty on their hearing care devices.

Los Gatos Audiology is proud to offer a full 3-year warranty on all our hearing care devices. Whether it's our cutting-edge hearing aids or the latest assistive listening device, they are backed by our warranty. Should your hearing aid malfunction or require servicing during this time, bring them into our office for complimentary on-site repairs. This is just another way we put our patients first!





## 6. Are They Using the Latest Technology & Treatment Options Available?

Audiology today differs a great deal from years past. Computer-designed NeuroTechnology™ and wireless technologies dramatically increase the precision with which we restore clarity and boost hearing ability. Scientific verification of your NeuroTechnology™ prescription, while in your ear (referred to as 'Real Ear Measurements') maximize the precision of clarity restored.

As an added incentive, today's NeuroTechnology™ are discrete and virtually undetectable to the user and others. In fact, a new category of hearing aids, referred to as 'NeuroTechnology™' can offer the most discreet, aesthetically-pleasing option placed deep in your ear canal to make the entire treatment a well-kept secret!

Dr. Throm and our team at Los Gatos Audiology bring years of experience to our patients every day. It's our philosophy to offer comprehensive, brain-first hearing care using only the most advanced technologies available. We offer cutting-edge hearing aids and assistive listening devices that are suited to your life. Contact us today to learn more about our 5-star-rated hearing loss solutions.



## 7. Do They Respect Your Time?

In today's world, everyone is busy! Making the decision to get treatment for your hearing loss shouldn't interrupt your entire schedule, which is why doctors should implement flexibility for scheduling appointments. When looking for an audiologist, make sure they offer flexible hours, short wait times, and same-day starts. With today's technology in a fast-paced world, this is a necessity for any successful practice to run efficiently.

At Los Gatos Audiology, we're committed to providing the highest quality care to our patients AND we want to make the treatment process as convenient for you as possible. We never want your busy schedule to deter you from seeing our specialists. That's why we offer convenient appointment times with same-day treatment starts to accommodate even the most hectic lifestyles. We also keep appointments running on time so you can count on being seen at your actual appointment time.



## 8. Can You Start Treatment the Same Day of Your Consultation?

Some audiologists make you wait weeks or even months before you can be seen for your initial appointment, much less begin treatment. When you make the decision to explore your hearing loss treatment options, having to wait that long can be a hassle. The time you must wait for your treatment can also be an indication of how available your doctor will be if any problems or emergencies arise during your treatment. Avoid all these issues by opting for a hearing healthcare office with an accessible schedule and reasonable wait times for appointments and treatments.

Los Gatos Audiology is pleased to be able to offer convenient appointment times to all our patients. In addition, we also provide the option to begin treatment on the same day as your initial evaluation. By offering same-day treatment starts, we put your scheduling needs ahead of our own – and we save you money by eliminating the cost of a second appointment! If you are ready to explore your hearing loss treatment options, we are ready for you!





## 9. Do They Make You Feel Special And Comfortable?

Regardless if you are reading this report for your own treatment, for a spouse or another family member, when you meet with your audiologist, you should be made to feel comfortable and in a welcoming environment. Our team at Los Gatos Audiology understands the importance of hearing and the distress that can be involved with making the decision to treat one's hearing loss. That's why we have the highest standards for setting a welcoming and comfortable environment every time you visit our hearing center. We treat our patients like family so we can build a long term relationship and continue to serve your hearing needs for years to come.



## 10. Do They Care for Your Community?

When choosing a hearing healthcare provider, pay attention to whether the practice does anything to support the surrounding community as a whole. Community support can range from monetary donations for local sports teams, to providing free care to low-income residents, and more. By opting for treatment with a community-minded practice, you indirectly support activities and non-profit organizations in your local area, and also enjoy the added benefit of receiving treatment from a hearing healthcare provider who genuinely cares about other people.

Our team at Los Gatos Audiology loves to help our community as much as we enjoy taking care of our patients! That's why we frequently share our time and our resources with a variety of charitable causes and community outreach programs, such as:

- St. Mary's Country Fair
- Los Gatos Chamber of Commerce
- Guest lecturer at Los Gatos Kiwanis, Los Gatos Lions club, and Los Gatos Meadows (Senior Living Facility)
- Past sponsor of Shakespeare in the park in Los Gatos
- St. Francis Cabrini Bingo
- Leigh High School Longhorn Stampede 5K Run/Walk
- Leigh High School Marching Band
- Volunteer Teacher - Working Boys Center in Quito, Ecuador - provides meals, medical, and dental services and education to area boys in an effort to break the cycle of poverty.

At Los Gatos Audiology, we appreciate the support of our community and believe in giving back whenever possible.



## Bonus: 11. Do They Accept Most Insurances with Flexible Financing?

We realize this report is supposed to be the “Top 10 Things You Must Know Before Choosing Your Audiologist,” but we couldn’t leave out some payment tips to look for when choosing an audiologist. Once you are comfortable and you know specifically which audiologist you want to treat you, your spouse, your parent, or another family member, the next question typically is, “How much is this going to cost, and how am I going to pay for this?”

Los Gatos Audiology works closely with all our patients so we can understand your hearing needs AND your financial needs. Treating your hearing loss is our top priority, and we never want anyone to sacrifice their hearing for financial reasons. That’s why we keep our prices fair, accept most insurance plans, and we offer affordable monthly payment options. We will even fill out your insurance paperwork for you to help make the process as easy for you as possible. Call our friendly office today to learn more!





# The Top 10 Things You Must Know Before Choosing Your *Audiologist!*

## Closing Letter from Dr. Christine Throm, Au.D.

Dear Friend,

We hope this report has helped you learn more about audiology in general and potentially shown you how our team at Los Gatos Audiology can help you, your spouse, parent, or other loved one. To accomplish our mission of restoring hearing clarity, improving quality of life, and providing the brain with proper auditory stimulation, we would be honored and grateful to meet and tell you more about how we can potentially help boost your or your family member's hearing.

We simply want to answer your questions, address your concerns, and have you experience audiology at it's very best. In fact, it may even be possible that your early hearing consultation may reveal at that current time you do not even need a full treatment plan!

We will share with you our expert medical recommendation based on our years of experience, advanced diagnostics, and thorough analysis. We take great pride in restoring hearing clarity and transforming lives every day.

If you have questions, please feel free to call our friendly office at 408.714.0512. We are always here to answer your questions.

Sincerely,

*Dr. Christine Throm, Au.D.*

Doctor of Audiology

P.S. When you are ready to schedule your complimentary **Los Gatos Audiology Hearing Consultation**, simply call our office at 408.714.0512. We are here for you!





[www.LosGatosAudiology.com](http://www.LosGatosAudiology.com)  
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