



The
HearingCenterSM
Medical Center Clinic

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MedicalCenterClinic.com

TheHearingCenterMCC.com



MedicalCenter / **Clinic**SM
HEALTHCARE CENTERED AROUND YOU



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Welcome to **The Hearing Center** at Medical Center Clinic, located in Pensacola, Florida. We have been proudly serving Pensacola for over 30 years, and our audiologists have more than 50 years of combined experience working with both children and adults to aid in hearing health.

We are honored that you have chosen to embark on the journey of improved hearing with our clinic. We will strive to keep you up to date on the newest advances in hearing aid technology as well as provide the best customer service possible.



Your Hearing Health Care Team

At the Hearing Center, we offer a team approach to your hearing health care. If your audiologist is not available, another team member may be available for your convenience.

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Realistic Expectations

The way in which your hearing loss affects your understanding of speech is often a good indicator on how well you may do with hearing aids. With hearing aids, some people may experience improved awareness of sound, but they still may have a difficulty understanding speech. Adjusting to wearing hearing aids is a gradual process that involves many factors including learning to listen in a variety of environments and becoming accustomed to hearing different sounds.

The results of wearing hearing aids may vary tremendously based on the type of hearing loss, the degree of hearing loss, the brain, the acoustic environment, and the abilities and desires of the patient. Learning about your hearing loss and obtaining the appropriate hearing aids are part of a multi-step process and involve an investment of time and patience on your part. Through appropriate education and counseling at The Hearing Center, you will learn what to expect from the use of hearing aids, and through time, you will gain confidence using them and learn to fully enjoy the experience that your hearing aids can offer.

With your hearing aids, you should notice an improvement in your speech understanding in a variety of settings, whether it is a quiet environment or environment with moderate background noise. Noisier environments may still prove more difficult for you to hear speech in. However, your speech understanding should still be improved while wearing your hearing aids, even in noisier environments. As mentioned previously, it may take some time to adjust to all of the new sounds that your hearing aids are picking up. Even your own voice may sound different at first, but with continued usage of the devices, you will become more accustomed to the volume and sound quality. Conversations with friends, loved ones, and co-workers should be comfortable, and you should feel included and more involved. Someone with loud speech should still be loud but not uncomfortable. It can be uncomfortable if a speaker has extra loud speech, but rest assured that it will be uncomfortable for everyone, not just you.

Try to become accustomed with your hearing aids under relaxed circumstances for just a few hours at a time. Becoming skilled at using your hearing aids, learning how to clean them, placing them in your ears, and removing them will take time, but with practice, it will become familiar. Get comfortable with all of the small details about your hearing aids, from which hearing aid goes in which ear, to the volume control, to how to replace the batteries. Ask your audiologist for tips on how to wear them most comfortably.

Set some personal goals. Think about the reasons that encouraged you to pursue your hearing evaluation and treatment. Every day will be different when adjusting to your new hearing aids. We are here to help you along the way. Please don't hesitate to call if you feel that you may need any adjustments or have any questions pertaining to the use of your hearing aids.

Helpful Hints

- The **left** hearing aid is indicated by the color **blue**. The **right** hearing aid is indicated by the color **red**. An easy way to remember this is Red = Right, (they both start with R.) These colors can be found either on the hearing aid itself, on the ear mold, or on the battery door.
- Hearing aid batteries are color coded by size. A sticker is placed on each new battery and will need to be removed before use. Do not remove this sticker until you are ready to use your batteries.
- Turn your hearing aid on by closing the battery door completely with a battery in place. You may hear several beeps that indicate that the hearing aid is on and operating correctly. To turn your hearing aid off, completely open the battery door. When the hearing aids are not being worn, make sure the battery door is fully open to conserve battery life.
- The normal lifespan of a battery is 5 to 7 days. This is heavily dependent on the size of the battery, how long you are wearing the hearing aid, and if you are using any accessories with the aids. To preserve battery life, completely open the battery door of the hearing aids when they are not being worn.
- Wax filters and domes should be changed once every three to four months, but this can vary from person to person. Feel free to visit during our walk-in hours to have these changed if you do not feel comfortable doing it yourself.
- Keep your hearing aids in a cool, dry place. Most hearing aids have a water-resistant coating, but they are not waterproof.
- Keep batteries in a safe place away from children and pets. If ingested, call the National Battery Hotline immediately at 1.202.625.3333.
- We make an effort to keep as many hearing aid accessories and supplies in stock at all times. If you need to purchase accessories or supplies, please come in during our walk-in hours or call for other arrangements.

We're going to miss you while you're out enjoying your new hearing aids! So remember to call us when you think you may have an issue, or if you think you need an adjustment. When you are just starting to wear your hearing aids, we will schedule multiple visits while we're fine-tuning your new hearing aids to your specific needs. Once we determine that you are doing well, we will schedule regular check-ups and further fine tuning. We would be more than happy to help you if you're having issues; you most certainly don't have to wait until your regular check-up to schedule an appointment. Just give us a call!

Troubleshooting and How-To Guide

My hearing aid is not working.

Change the battery, the dome, and the wax filter. Please see below for more directions on how to do so. If you have a behind-the-ear hearing aid that has a tube, a tubing change may be necessary. If so, please come in during our walk-in hours so we can assist you. If your hearing aid is still not working after troubleshooting at home, you may use our walk-in hours for further assistance.

My hearing aid is whistling (feedback).

Check to make sure that the hearing aid is sitting in your ear properly. Feedback is often caused by the devices not sitting in the ear correctly. If wax is present, sometimes a calibration of the instrument is needed. Please call for an appointment if the hearing aid is seated correctly in the ear and feedback continues.

My hearing aids got wet.

Remove the battery of the device. Leave the battery door open. You can use an air blower or a dry-aid kit to help remove moisture. If they are still not working, please contact our office for more assistance. Do not wear the hearing aid until it is completely dry.

I have lost or damaged my hearing aid.

Contact our office. Most hearing aids come with a two-year to three-year warranty for repair and a one-time loss/damage replacement warranty. A replacement is subject to a deductible if under warranty.

How do I change my battery?

To change your battery, gently open the battery door. Remove the colored tab from your fresh battery and insert into battery compartment. The flat surface with the (+) will be face up in the battery door. If you are unsure of your battery size, please see your purchasing agreement.

How do I change my hearing aid dome?

Depending on the type of hearing aid you have purchased, there may be a dome that should be changed once every 3-4 months. To do so, you will need to gently squeeze and pull the dome off the end of the hearing aid. The old dome can be thrown away, and a fresh one can be replaced by gently placing it on the edge of the hearing aid, pushing down until it is tightly secured around the receiver of the hearing aid or to the red or blue indicator line.

continued on next page

Troubleshooting and How-To Guide

How do I change my wax filter?

This also depends on the type of hearing aids you have purchased. If you have a hearing aid that goes behind your ear, you will need to first remove the dome (please see the above directions on how to do so). When you were fit with the hearing aids, you should have received a match-stick pack of wax filters or a wheel of red and blue filters.

To change the match-stick filter, you will need to remove the filter using one end of the removal stick by pressing it firmly into the old filter and gently pulling it out of the hearing aid. Using the other end, gently press the new filter into the receiver.

To change the wheel filter, you will need to remove the mini-screw tool from the bottom of the wax filter wheel. Place the ridged part of the tool into the old wax filter and gently twist and pull up. You may now discard the old filter. Using the end of the mini-screw tool, press the tool into the new filter that is on the filter wheel. Remember, red is for the right hearing aid and blue is for the left hearing aid. Once a new filter is on your mini tool, you can gently press it into the hearing aid.

We are more than willing to help you change the domes and wax filters during our walk-in hours.

My hearing aid is unpaired from my streaming accessory.

Please contact our office for additional help. These directions are strongly dependent on the type and model of your accessory.

My hearing aid is unpaired from my cell phone.

Replace your hearing aid battery with a fresh one. Turn your cell phone off and turn it back on. Check the Bluetooth settings in your phone. Even if the Bluetooth indicates that it is turned on, turn it off and turn it back on. If you have an iPhone, go to Settings, General, Accessibility, Hearing Aids and then verify that your phone can find your hearing aid devices. You may need to open and close the battery door of your hearing aids one time to put them in a “discovery mode” for your phone to find them. This can be a tricky task. Please feel free to contact our office so an audiologist can help you over the phone or to schedule an appointment.

Premium Care Package

At The Hearing Center at Medical Center Clinic, we want to make your adjustment to wearing hearing aids as simple as possible. That is why our Premium Care Package is included with most of our technology levels. No-charge hearing aid service appointments are included with this package for the lifetime that you own your hearing aids. The Premium Care Package also offers complimentary batteries for the lifetime of the hearing devices.

If the Premium Care Package was not available with your hearing aid purchase, you still have the option to purchase into the program for a nominal fee. Please contact our office for details.

Warranty

Depending on the level of technology, your hearing aids will come with a two-year or three-year warranty. One month before the warranty is set to expire, we will attempt to send you a notice stating that you have the option to extend your warranty. If you do not want to extend your warranty, then we encourage you to send your hearing aids to the manufacturer for a clean and check prior to the warranty ending.

Hearing aid accessories such as the TV streamer, remote, phone clip, and mini microphones all carry a one-year warranty. We do not send end-of-warranty letters for these devices.

Ear molds have a three-month to six-month manufacturer's warranty for remake or repair.

Please keep in mind: If you purchased your hearing aids through us and your warranty has lapsed, you will not have to pay for office visits. Adjustments, walk-in hours, and Premium Care Package benefits are available for the life of the hearing aids.

Repairs and Hearing Aid Loaner Services

If we are unable to service your hearing devices in office, we may need to send them to the manufacturer for more extensive repairs. The average repair return time is seven to ten business days. Because your hearing is so important, you can choose to take advantage of our complimentary hearing aid loaner service. An appointment will need to be arranged to have a loaner hearing aid programmed for you to use while your hearing aid is being serviced.

About Medical Center Clinic

More than 75 doctors are in practice at Medical Center Clinic, the area's premier healthcare system for over 75 years. We will assist you in choosing a physician who is right for you.

Hours

We are in the office Monday through Thursday from 8:00am to 5:00pm and on Friday 8:00am to 1:00pm. Appointments are required unless otherwise instructed by our office. Please call for specific appointments.

WALK-IN HOURS:

These hours are available for listening checks, troubleshooting, batteries, and supplies only. Adjustments and programming require appointments.

Monday 8:30am to 9:30am

Tuesday 3:30pm to 4:30pm

Wednesday 1:00pm to 2:00pm

Thursday 8:30am to 9:30am

Friday 12:00pm to 1:00pm

Location

The Hearing Center is located at 8333 N. Davis Hwy., Pensacola, Florida 32514. We are located on the second floor of the Building 2 of Medical Center Clinic's main campus.



Contact

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