

Sound BYTES

COVID-19 EVOLUTION OF OUR PRACTICE

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Covid-19 PHS Policies

1. Masks are strongly encouraged for all patients and required for some providers.
2. Temperature check of all patients. Patients with a fever will be rescheduled.
3. No direct contact with confirmed positive Covid patient within 14 days.
4. One friend/family member per patient allowed.

Policies subject to change

Curbside Drop Off Service

Curbside drop offs were implemented during the stay at home order and was highly successful. As a result, Professional Hearing Services has implemented curbside drop off for all routine platinum care checks, warranty checks, and evaluation of devices for repair. Curbside drop offs are only available in our Waukesha location by appointment only.



WELCOME TO OUR PRACTICE

U.W. Madison student Vicky Talmage is joining in our long-standing tradition of dedicated Fourth Year Externs. Vicky grew up in Western Wisconsin. She has a special interest in hearing aids and looks forward to working in both the Waukesha and Oconomowoc locations.



Practice Hours

Waukesha
Monday-Friday 8:00–5:00
Oconomowoc
Tuesday 1:30-4:30
Thursday 8:30-11:30
Mukwonago
Thursday 8:30-4:30
New Berlin
Friday 8:30-4:30

Hours May Vary



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Tinnitus: What to Know

Tinnitus is the term used to describe any sound in the ear when no real external noise is present. It commonly presents as a ringing, buzzing, or humming, but can manifest as many different sounds. Tinnitus is very common. The U.S Centers for Disease Control (CDC) estimates that nearly 15% of the population – over 50 million Americans – experience some form of tinnitus. Common causes of tinnitus include noise exposure, hearing loss, stress, and anxiety. Recently there has been a rise in tinnitus concerns due to increases in stress and anxiety caused by the novel Coronavirus. If your tinnitus is only in one ear, persists for several weeks, or impacts your daily activities it is important to have it evaluated by an otolaryngologist and/or audiologist. However, if it is in both ears and is not associated with other ear-related symptoms understand you are not alone. If you are experiencing mostly non-bothersome, bilateral tinnitus your first step is to contact your primary care provider so that they can monitor it or make a referral. There are many treatments that you can do at home as well. Yoga, meditation, exercise, and a healthy diet are all activities that are known to help relieve tinnitus. These are also great ways to help relieve stress which in turn will help reduce tinnitus. There are many yoga and meditation exercises that focus on tinnitus relief. Simply run an internet search to find free videos and guides. Especially during this unprecedented time, our office has remained committed to staying open and providing safe, high quality care for you and your loved ones' ear-related concerns.



VIRTUAL APPOINTMENTS

We are excited to announce that Professional Hearing Services is now offering virtual appointments. Life is ever-changing and can be unpredictable, as we all have experienced over the past few months. These appointments are not designed to replace in-office visits but offer more options to meet our patients' needs.

HEARING AID EVALUATIONS:

Using a secure virtual meeting platform, we can complete this appointment from the comfort of your home. With a simple email invitation, you will easily be able to join your audiologist through a video chat platform to complete the virtual appointment. If you decide on a custom-made option, an in-office visit is still required to complete the earmold impression.

HEARING AID PROGRAMMING:

Remote programming is available for most patients who have devices less than three years old that are paired to a smart device. Virtual appointments are performed either synchronously or asynchronously depending on the manufacturer. We are able to complete these appointments for Oticon, Phonak, and Starkey products. Synchronous appointments are completed during a designated appointment time where you will video chat with your audiologist. Asynchronous requests are made by the patient through the Starkey Thrive app, completed by the audiologist during business hours, and sent to the patient to upload. At this time, we are not offering remote programming for Resound hearing aids.

As excited as we are about our virtual appointment offerings, we still love to see you in the office. Note: virtual appointments are not available for hearing tests, otoscopy, and hearing aid cleaning.

