

# Listen Up!

Spring 2012

IMPROVING COMMUNICATION THROUGH BETTER HEARING HEALTHCARE

## HEARING AND BALANCE CENTERS OF WEST TENNESSEE

6242 Poplar Avenue, Memphis, TN 38119 • (901) 842-4327

## THE JACKSON HEARING CENTER

172-D University Parkway, Jackson, TN 38305 • (731) 660-5511

Respected by doctors,  
trusted by patients!

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

## Our Hours

### MEMPHIS

Mon-Fri: 8 am-5 pm  
Walk-In Clinic: Daily,  
11 am-12 pm  
Closed: Noon-1 pm

### JACKSON

Mon-Fri: 8 am-4:30 pm  
Walk-In Clinic:  
Tue & Wed,  
11 am-11:45 pm  
Closed: Noon-1 pm

### WALK-IN CLINIC

*In addition to our Memphis office, the Jackson office now offers walk-in services on Tuesday and Wednesday from 11:00 to 11:45 am.*

*We welcome you to the WALK-IN CLINIC for cleaning and minor repairs. If your hearing aid is in need of an adjustment or programming, please call our office to schedule an appointment.*

*When you call to schedule an appointment, please be assured you will be scheduled for the first available appointment. While we do everything we can to schedule you in a timely manner, it is rarely feasible for us to see you the same day. We want to make sure we have the appropriate amount of time to spend with you!*

## HEAR THE TV AT A VOLUME Everybody Can Enjoy!

The new CLEAR hearing aids by Widex USA are fully compatible with TV-DEX, a unique breakthrough for "clear" and comfortable TV listening. It's easy to use. Just turn on your TV and Dex, sit back and listen. The RC-DEX, a keychain-sized remote control, and the M-DEX, for cell phone conversations and enjoying your favorite music, are two other convenient devices that are available with CLEAR; a "clearly" remarkable hearing system!



*TV-DEX automatically sets the volume to a level that everybody can enjoy.*



## May is Better Hearing & Speech Month!

One of every 10 people have hearing loss. An unmeasured number have hearing difficulties. It is the third leading disability after hypertension and arthritis of individuals age 65 and over. During May, we ask that you think about how you can improve your hearing or the hearing situation of another—perhaps a loved one, family member or friend. The largest study ever on the effects of hearing loss, conducted by the National Council on Aging, revealed that those who ignore their hearing difficulties experience higher rates of depression, anxiety, embarrassment, and in general a lack of participation in social activities, versus those who sought out hearing aids and live a much higher quality of life. Hearing is a quality of life issue and hearing aids are now proven to provide an opportunity to maintain that. We look forward to continuing to serve you and your loved ones throughout the month, and for many more to come!

# New Study Finds that Hearing Aids Considered Quality of Life Issue

**M**any of my patients already know that the hearing aids I fit them with greatly improve their quality of life. The comments I receive about quality of life issues before they wore hearing aids compared to the comments afterwards are consistent and coincide with a new study's findings. The new study, conducted by the Better Hearing Institute (BHI) in Washington, D.C., reveals that patients who seek help for their hearing difficulties through the use of hearing devices regain a better quality of life. Two thousand participants were studied. (You can read about the entire study at [www.betterhearing.org](http://www.betterhearing.org), then click on BHI News).

Patients at **HEARING AND BALANCE CENTERS OF WEST TENNESSEE** and **THE JACKSON HEARING CENTER** know that hearing aids greatly improve their quality of life. We feel that it is our job to keep you informed about new technologies that may even further enhance your overall satisfaction and performance with hearing aids. In this issue of *Listen Up* we introduce the CLEAR hearing system with Dex technology. To learn more visit our website at [www.hearingmemphis.com](http://www.hearingmemphis.com). You may also call 901-842-4327 in Memphis or 730-660-5511 in Jackson to schedule a personal listening demonstration. **Come in for a "Listen"!**



**A new study revealed that patients who seek help for their hearing difficulties experience:**

- **Greater ability to communicate in most listening situations including one-on-one conversations**
- **Improved relationships with loved ones at home, friends in social situations, or colleagues at work**
- **A sense of safety, self-confidence and independence**
- **Better hearing while watching the TV, shopping, riding in the car, and during other leisure activities.**

## Walk-In Clinic: A **BIG** Success!

Our Walk-In Clinic is a success story, based on the comments we've received from patients, so we thought that we would write about it further in this issue of LISTEN UP. As many of you know, the Clinic was implemented in order for us to troubleshoot, repair, and clean your hearing aid(s) without you having to make an appointment. The Walk-In Clinic is the perfect opportunity for you to come in without an appointment if you find yourself in a situation where your hearing aid quits working or if you would just like your hearing aid to be professionally cleaned.

The Walk-In Clinic is daily in the Memphis office between 11:00 a.m. and 12:00 p.m. The Walk-In Clinic for the Jackson office is Tuesday and Wednesday from 11:00 a.m. to 11:45 a.m.

Walk-In Clinic patients are cared for on a first-come first-served basis by our available professionals. Your encounter with one of the audiologists or hearing instrument specialist will be brief as this time is set aside to help as many patients as we can who, well, "walk in" to either of our offices. If you would like to see YOUR audiologist or hearing instrument specialist we highly recommend that you schedule an appointment outside of the designated walk-in hours. In addition, please respect the fact that the Walk-In Clinic is only for troubleshooting, minor repairs, and cleanings. If your hearing aid is in need of an adjustment or programming, an appointment must be scheduled.

## Office Staff News This Spring...

**Dr. Kay Tackett** is looking forward to spring to get her garden growing. She hopes to have some time to work on her fly-fishing skills too! **Elizabeth Hopkins** is planning a trip to Atlanta the end of May for her nephew's high school graduation. She is still amazed that he is old enough to be graduating. Many of you may feel the same way as you have seen pictures in her office of her nephews as they've grown up. Elizabeth and Mike, and her extended family, also are planning a family vacation this summer before school and college start for the nephews. College? It's just not possible!!! **Dr. Courtney Pitner** is looking forward to going on a mission trip to Belize with Hope Church in May. She will be helping with a women's conference, doing construction work, and visiting a youth home there. **Dan and Andrea Orchik** are awaiting the arrival of their newest grandchildren; two boys expected June 26th and August 20th. **Lori Frederick** and her family enjoyed a trip to Atlanta during spring break, touring the World of Coke, the Georgia Aquarium, and Stone Mountain. These days Lori is busy watching Jackson play competitive baseball for the Germantown Giants and Maci play t-ball for their church. **Penny Odom** and her mother took a short trip to Orange Beach, Alabama in March to spend a few days with her cousins (25 in all). She had a great time and looks forward to the next time in a couple of years. She and her husband also took their annual trip to New Orleans in April where they had a great time enjoying the food, fun and sights. **Shawn Eley** is still enjoying his little bundle of joy, Ethan. Shawn is also looking forward to doing some serious fishing this year and getting the boss Kay back on the tennis court. Maybe they'll enter a doubles tournament this year. **Hayley Lewis** and her children are ready for warmer weather. Ashton (7) is now a Wolf in Cub Scouts and enjoys all the outdoor fun. Savannah (5) is in preschool and has already started preparing for graduation into kindergarten this fall. Alivia (4 months) is now rolling and cooing, constantly entertaining them. They had a wonderful trip to Kentucky over Easter weekend and plan to go to the zoo in May. And our newest office staff member, **Norma Roberts**, and her husband are busy getting their pool ready for when their grandson and family visit them this summer.

*Meet Norma Roberts!*



Norma is our newest team member. She has over 20 years of receptionist experience working for various companies. She will fit right in with both our patients and staff at Hearing and Balance Centers of West Tennessee. She has worn hearing aids since 2006. Like many of our patients, Norma will tell you how much better she hears because of her hearing aids. "Since I've been wearing hearing aids I can hear sounds that I forgot existed, like the sound of papers rustling," she says. Norma grew up in Little Rock, Jacksonville, and Conway, Arkansas (which by the way Country Music Legend Glenn Campbell is from Arkansas). She is also an active member of the Chamber of Commerce in Horn Lake, Mississippi. Norma and her husband currently reside in Southaven, Mississippi.

## Keep Those Recipes Coming!

Thanks for all the scrumptious recipes! And remember, you can still send them in even if you previously sent one or more.

**FRIED SQUASH PUFFS** Submitted by Virginia Alexander

- 2 cups cooked squash (drained and mashed)
- 1 cup self-rising meal
- 1/2 cup buttermilk
- 1/4 tsp. baking powder
- 1/2 cup self-rising flour
- 1 egg, lightly beaten
- 1 onion, grated

Mix all ingredients and drop a spoonful at a time into deep hot oil. Brown like hushpuppies. Drain on absorbent towel. Serve hot.



*You will Love this Southern Style Recipe!*

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STANDARD  
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L to R: Elizabeth Hopkins, B.S.; Lori S. Frederick, M.A.;  
Katherine Turpen, Au.D.; Courtney Pitner, Au.D.

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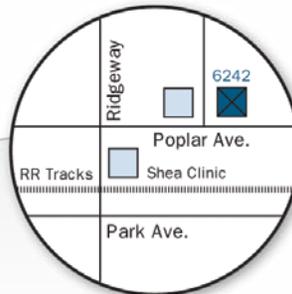
## Better Hearing & Speech Month • BATTERY SALE!

# ALL BATTERIES HALF OFF!

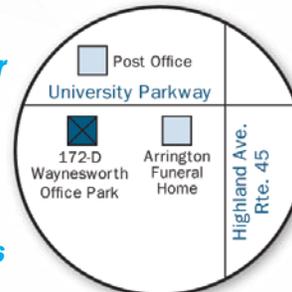
*Throughout the Month of May!*



*You may purchase your batteries at either of our offices, or for your convenience, call to place an order and we will mail your batteries to you.*



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