

Bryce Cropper, Au.D.

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



Central Maine Audiology

## Intro Letter From Owner Bryce Cropper, Au.D.

Dear Friend,

At Central Maine Audiology, our priority is to go above and beyond in providing you with the best possible hearing rehabilitation solution that lets you enjoy the sounds of the world around you. Uncompromised quality is our main goal when it comes to your care, and helping people restore music and conversation into their lives is our passion. Over 8,000 patients have trusted us with their hearing health, and we look forward to providing you with the same top-quality care!



We are proud to offer you comfort and convenience with our cutting-edge hearing aids, hearing rehabilitation, and cognitive assessment options. If you or a loved one has suffered from a sense of isolation due to hearing loss or cognitive decline, our compassionate team is here to help you find the right solution to improve your cognitive function and reconnect you with your loved ones.

Ultimately, you should do your research when choosing your audiologist. To assist you, I wrote this report, **“The Top 10 Things to Know Before Choosing Your Audiologist.”** In this report, you will find the 10 most critical things to know, and what to ask, before you commit to a hearing rehabilitation plan. If any questions arise as you read this report, feel free to call our office to ask! We are here for you.

To Your Hearing Clarity,

*Bryce Cropper, Au.D.*

P.S. If you are looking for a solution to your hearing loss, then you are in the right place! Call **207-705-9310** to schedule your **Central Maine Audiology Hearing Assessment** and find out how Central Maine Audiology can help you.

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## 1. Do They Have Extensive Experience?

When choosing a new audiologist, their experience should be at the top of your list of criteria. Extensive experience means that the doctor has already treated a wide variety of hearing loss cases. This experience means they will likely have already seen a case similar to your own, allowing them to predict any complications or risks, ensuring that your treatment recommendation is the best one for your situation.

Central Maine Audiology has transformed 8,000 lives since 1999! Our owner, Dr. Bryce Cropper is an experienced audiologist trained in hearing rehabilitation and has been practicing audiology for decades. His background, experience, and knowledge provide the understanding necessary to help improve you or your loved one's hearing impairment.



## 2. Do They Understand Hearing Loss & Brain Function?

Restoring hearing clarity isn't just about amplifying sounds with hearing aids. There is a neurological component to hearing loss, and we understand that it's necessary to take both of these factors into account. For one, it takes time for your brain to get used to hearing sounds that it hasn't heard for a long time; our aural rehabilitation services can help with this. On the other hand, losing your hearing has been linked to dementia, brain atrophy, and cognitive decline. Your new hearing care provider should take all of these factors into account when creating a treatment plan.

Central Maine Audiology focuses on the cognitive aspect that is comorbid with hearing loss to ensure your cognitive function is protected and restored along with your hearing. Our advanced hearing devices provide proper stimulation to the auditory system in the brain to normalize the way the brain processes incoming sounds in order to achieve maximum clarity and increase the precision of hearing restoration.





## 3. Are They Using Advanced Technology?

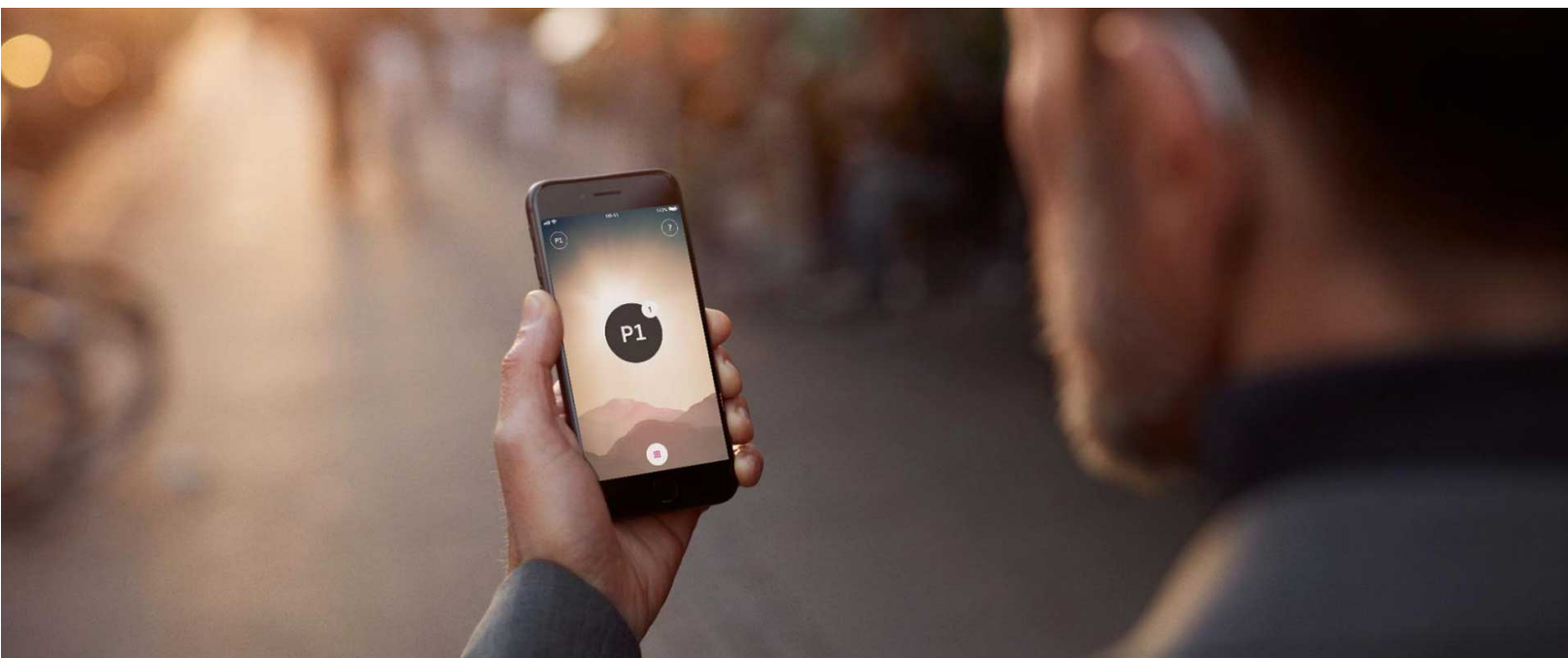
Many hearing care providers have the minimum equipment necessary to provide treatment, but to treat conditions most effectively, the best ones will go above and beyond, offering specific equipment for the latest, most advanced diagnostic and treatment services.

Central Maine Audiology's practices recognize that the field of audiology is constantly evolving and work hard to offer our patients the most cutting-edge technology possible. Whether your concerns are cognitive deficits, hearing loss, tinnitus, or anything else, our state-of-the-art assessment and treatment techniques ensure the best possible outcome.

We offer top-notch care using modern diagnostic techniques and hearing aid styles, such as:

- Our audiologists use real-ear measurements to ensure your devices are custom-fitted to your specific needs
- We offer the latest hearing aid brands with Bluetooth options – iPhone/Android compatible devices

When you choose us for your hearing care, you can be sure you're benefitting from the most advanced technology available!



## 4. Will They Give You The Personal Attention You Deserve?

When you or your loved one meet with your new audiologist, you should be made to feel comfortable and have your concerns addressed. We understand the importance of hearing and the distress associated with making the decision to treat one's hearing loss. That is why each of our offices must meet a very high standard for setting a welcoming and comfortable environment, including a welcoming staff to alleviate a person's feeling of anxiety or grief.

Dr. Cropper and our professional team take the time to listen to your concerns and give you the attention you deserve during each and every visit to our offices. We want you to feel completely comfortable with your experience and strive to provide every patient with compassionate care to address their personal hearing or cognitive problems – this is the cornerstone that drives our practice each and every day.





## 5. Do They Offer An Adjustment Period?

A commitment to improving your hearing health is a big decision, both in terms of time and finances. It is important to know that your provider is going to stand behind their work and make sure that you are completely satisfied with the services and devices that you receive.

At Central Maine Audiology, we want to make sure that your hearing aid is the best fit for you. That's why we offer a 75-day return period for hearing instruments provided by our office\*. We will do our best to resolve anything you are not satisfied with. We can also help you with follow-up care and hearing aid warranties. Please contact our office at any time with questions or to schedule a follow-up appointment.

\*Hearing aid fitting fee is non-refundable.





## 6. Will They Repair Devices For Non-Patients?

Your new provider should offer hearing device repairs and maintenance. Frequent cleanings, regular hearing aid adjustments, and ongoing counseling are essential to your satisfaction with your hearing investment. A good hearing care provider will help you keep a schedule for maintaining your devices to keep your hearing clear. Pay attention to whether or not they offer device repair for non-patients – this shows a commitment to hearing clarity for everyone.

At Central Maine Audiology, we offer hearing aid repairs to both patients and non-patients. Our compassionate team believes that everyone should have access to functional hearing aids and clear hearing. If your hearing aids need to be repaired or cleaned, just call our office!



## 7. Do They Care for Your Community?

Check if your new provider supports your community as a whole. This can include supporting local activities, making monetary donations, or teaming up with non-profit organizations in the area. When a practice takes time to give back to their community, that is a strong sign of compassion and responsibility for the wellbeing of others.

The importance of supporting the community and giving back is a fundamental value for Central Maine Audiology. Our practice donates to various charities and organizations, including the Make-A-Wish Foundation, which fulfills the wishes of terminally ill children, and the Epilepsy Foundation.





## 8. Are They Bilingual?

Discussing complex health concerns with a healthcare provider can be stressful if you or your loved one doesn't speak English as your first language. In some cases, it can even lead to poor treatment due to miscommunications. It can also be a hassle to find someone to join you in your appointment to translate. To avoid problems that may arise due to language discrepancies, ask your potential audiologist if any of their staff are bilingual in your native language.

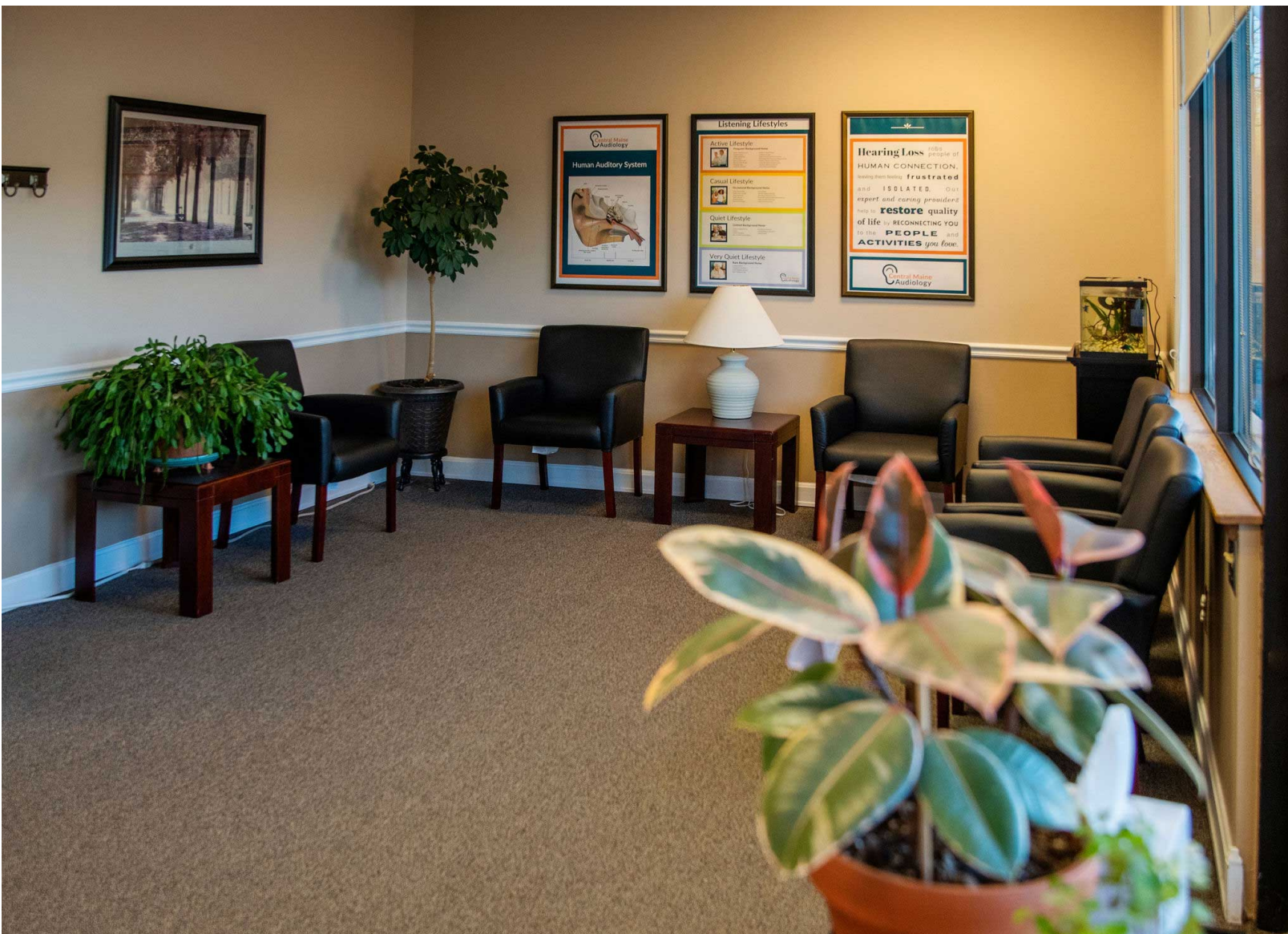
At Central Maine Audiology, we appreciate the importance of being able to communicate effectively with our patients for the best possible care. For this reason, we provide services in French. This is just another way that we seek to go a step beyond for the members of our community!



## 9. Will They Respect Your Time?

For many people, it is challenging enough to bring yourself to make and keep an appointment. If you value your time, find out what the office's waiting room reputation is. When you go to a hearing appointment, you don't want to sit around waiting, especially if you were respectful enough to be on time.

At Central Maine Audiology, our goal is to make you comfortable and ensure that you enjoy your time at our office, but we don't want to keep you waiting. We know that your time is valuable, and our team respects that and works hard to keep our appointment schedule running smoothly. When you come to see us, you can trust that your appointment will begin on time.





## 10. Do They Accept Most Insurances?

It is important that your new doctor works with your insurance provider or offers assistance in getting the help you need. You shouldn't have to put off necessary treatment because the practice won't work with your situation. Accepting most insurances shows that they are committed to ensuring that patients have access to top-quality care. With this, you can focus on what really matters – getting your hearing back.

Central Maine Audiology participates with most local and national health insurance carriers. Please give our friendly team a call to discuss insurance coverage. If you are unsure whether your health insurance provides hearing care coverage, we are here to assist you with that as well. Our office staff will communicate with your insurance and help you to receive answers to your questions. **Also, ask us about Maine's new hearing aid insurance benefit that covers up to \$3,000 per ear!**



## Bonus: Do They Provide Affordable Options?

We know 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 selecting your new doctor. Once you are comfortable and have decided on a doctor for 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?”

Understanding what kind of payment options your potential audiologist offers before you make a decision is crucial. Treating your hearing loss is our first priority, and at Central Maine Audiology, we believe that everyone deserves clear hearing regardless of financial status. We work closely with each patient to understand your hearing needs as well as financial needs. Our office accepts most insurance plans, payments through CareCredit, and we also offer a 24-month, **0% interest** financing plan through Wells Fargo.





## Closing Letter From Owner Bryce Cropper, Au.D.

Dear Friend,

I hope this report has explained how our practice can assist you, your spouse, parent, or another loved one, and also helped you learn more about hearing care in general. To accomplish my mission of improving quality of life, restoring hearing clarity, and providing the brain with proper auditory stimulation, I would be honored to meet you and learn more about how we can help boost you or your family member's hearing.

Our compassionate team is here to address your concerns, answer your questions, and help you experience audiology at its very best. In fact, it's even possible that your hearing evaluation may reveal that a full treatment plan is not necessary at this time!

We will share our expert medical recommendations based on our thorough analysis, our years of experience, and our advanced diagnostics. Our pride is in restoring hearing clarity and transforming lives. Obviously, there may be other things you should know before choosing your audiologist. In fact, I'm sure I could have easily doubled the length of this report!

To Your Hearing Clarity,

*Bryce Cropper, Au.D.*

P.S. When you are ready, call **207-705-9310** to schedule your **Central Maine Audiology Hearing Assessment** to determine if you can benefit from hearing aids or other treatments. At that time, we will review your treatment options and answer any questions you may have about audiology or our office in general.





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207-705-9310