

In the know with



FALL 2021

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HOLIDAY CLOSURES

Thanksgiving- 11/25-11/26

Christmas- 12/24-12/27

NYE- Closing at 4pm

Both offices close from 12-1pm for lunch

SAVE YOUR HEARING AIDS WITH REDUX!

Doss Audiology & Hearing Center is always researching innovations in technology to help our patients get the most out of their hearing aid investment. That's why we are so excited to offer Redux in our offices!

WHAT IS REDUX?

Redux is a revolutionary hearing instrument drying system that improves the functionality & lifespan of devices.

WHO BENEFITS?

Anyone using a hearing instrument. All devices have a level of moisture and bacteria that can impact functionality. Additionally, patients with high levels of physical activity or work outdoors benefit from regular Redux treatments.

A Redux treatment takes 8 minutes and is offered twice a year at no charge for patients that purchased hearing aids from Doss Audiology & Hearing Center, as part of a routine Clean & Check. Additional Redux treatments are just \$15!

A typical, dry pair of hearing aids measure less than .5 microliters of moisture. Our current record for moisture removal is a whopping 58.3 microliters!

HAVE YOU TRIED REMOTE PROGRAMMING?

At Doss Audiology & Hearing Center, we strive to be at the forefront of hearing technology. This year, we've done lots of continuing education and strategizing to make sure our patients can always have access to our quality hearing healthcare. If you are unable to make it to the office, we have resources and videos available on our website, you can email us at info@dossaudiology.com, or you can simply give us a call!

We are also excited to offer remote hearing aid programming! Did you know, we can program certain hearing aids remotely from our office, while you are in the comfort of your own home? This has already come in handy for some of our patients that are traveling or maybe not feeling up to an in-office visit. Our Doctors of Audiology connect to the devices via your manufacturer-specific app. Patients also have full audio and video access with their preferred provider.

Ask about remote programming at your next visit!

**TRY OUR
NEW TELEHEALTH
SERVICES TODAY!**

Get expert **advice and counseling** from our **Doctors of Audiology** in the comfort of your home!



SCHERTZ LOCATION
210.819.5002

VISIT US AT
www.dossaudiology.com

FLORESVILLE LOCATION
830.542.5957

"No matter how much falls on us, we keep plowing ahead. That's the only way to keep the roads clear."

~ G. Kincaid

WAITING ROOM OPEN!

The waiting rooms in both of our locations are now open to patients and our front door is no longer locked. We do still require a mask covering the nose and mouth in the building. If you prefer to wait in your vehicle, simply give the office a call upon arrival, and we'll come out and bring you straight to your treatment room at your appointment time.

WELCOME BACK WHITNEY!

Some of our longtime patients may remember Whitney as our Patient Care Coordinator and Insurance Specialist from 2014-2017. She had to leave the team when she moved to Hawaii with her husband, who is active duty in the US Army. We were very sorry to see Whitney go but stayed connected over the years. She now has a beautiful daughter, Emersyn and her family still resides in Hawaii. The Doss Audiology team learned so much about remote work and virtual office structure during the pandemic that we were able to bring Whitney back on as our Insurance Specialist from Hawaii! She is very excited to be back on the team and has fallen right back into her insurance groove!



From the Front Desk:

EXTENDED LEAD TIMES

Due to nationwide supply shortages and shipping delays, we are experiencing extended lead times on some repairs and new orders. We are currently allowing at least 7-10 business days on repairs and up to 3 weeks on behind-the-ear hearing aid earmolds (depending on the manufacturer). Devices received in office are shipped out same-day. Our friendly staff will give you a call as soon as we receive your items in the office. Thank you for your patience!





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