

In the know with



Happy New Ears!

WINTER 2019

IN THIS ISSUE:

7th Annual Health and Wholeness Fair

Audiology Corner

From the Front Desk

Ask The Expert:
No Sound? No Problem!
Quick Troubleshooting Tips to Get
Your Devices Working Again

7TH ANNUAL HEALTH AND WHOLENESS FAIR

Doss Audiology is proud to announce that we will be participating in the 7th Annual Schertz Health and Wholeness Fair. This **FREE** event is held on the Saturday, January 26, 2019 from 11am-2pm at the Schertz Civic Center in Schertz, Texas.

Our office will be providing free hearing screenings as well as answers to your hearing healthcare questions. We look forward to this event every year as it helps us stay involved with the community and advocate for hearing conservation and early detection practices to the citizens of Schertz and the surrounding areas.

If you are in the area the day of the event, make sure to swing by and say hi to the team!



From the Front Desk:

THANK YOU FOR BEING SO AMAZING

Happy New Year Everyone! The Doss Audiology Team would like to give a big THANK YOU to everyone for your ongoing support. We could not ask for a better patients. It has been our pleasure to help you get the best in hearing healthcare available. We are excited to continue serving you during your hearing journey. The new year means insurance benefits may change for most major insurance plans. If you have any questions about your hearing benefits, please do not hesitate to contact either the Schertz (210.819.5002) or Floresville (830.542.8957) location.



UP TO
\$1000
OFF
UPGRADE
DISCOUNT

**Some restrictions may apply;
existing DAHC patients only*

Audiology Corner:

LETTER FROM DR. DOSS



2018 was a tremendous year for Doss Audiology. We celebrated the 5th anniversary in Schertz and the 1st anniversary of the Floresville location! We've also had the pleasure of helping hundreds with their hearing healthcare needs. We look forward to delivering the exemplary service our patients deserve in 2019!

Make sure to keep an eye on the newstands for my article in the Best Doctors issue of San Antonio Magazine, and the Women in Business issue of San Antonio Woman Magazine. If you take a picture with the article and post it on any of our social media platforms, you will be entered in a drawing for a prize from Doss Audiology. It was also just announced that I am one of San Antonio Business Journal's 40 Under 40 honorees for 2019!

We have so much to look forward to in the year to come! Happy New Year, and all of us here at Doss Audiology hope you have a prosperous 2019.

"Hope smiles from the threshold of the year to come, whispering, 'It will be happier.'"

~Alfred Lord Tennyson

Ask the Expert:

NO SOUND? NO PROBLEM! Quick Troubleshooting Tips to Get Your Devices Working Again

Hearing aids require proper care and maintenance to ensure they are functioning properly, so they can provide you with the appropriate amplification you need. Sometimes, the device may not sound as loud or as clear as it should, or the sound may stop all together. **If this occurs, these three easy steps may be able to help resolve the problem:**

1. Change the Battery

- a. The first step in diagnosing the issue is making sure there is a working battery in the device. Prior to placing the battery in the device, make sure to remove the sticker and let the battery sit for up to 5 minutes. This will ensure the air activated battery has received time to fully charge.

2. Check the Wax Trap

- a. If a new battery does not resolve the issue, the next step would be to change the wax trap on the device. The wax trap is the white circular piece on the end of the receiver that is used to prevent wax from entering the device and causing internal issues. Once the trap has collected as much wax as it can, it becomes occluded and stops sound from coming out of your hearing aid. To change the wax trap:
 - i. Find the wax trap on the hearing aid. You may have to remove the dome on the end of your hearing aid to access it.
 - ii. Obtain a new wax trap from the pack you received at the time of fitting. If you have run out wax traps, there are more available through our office.
 - iii. Put the removal side (side without the wax trap) of the stick into the wax trap currently on the device. Twist and pull to remove the clogged wax trap.
 - iv. Flip the stick over, and place the new wax trap in the device. Repeat the same twist motion to replace, then discard the stick

3. Bring your hearing aid into your Audiologist for a diagnostic check

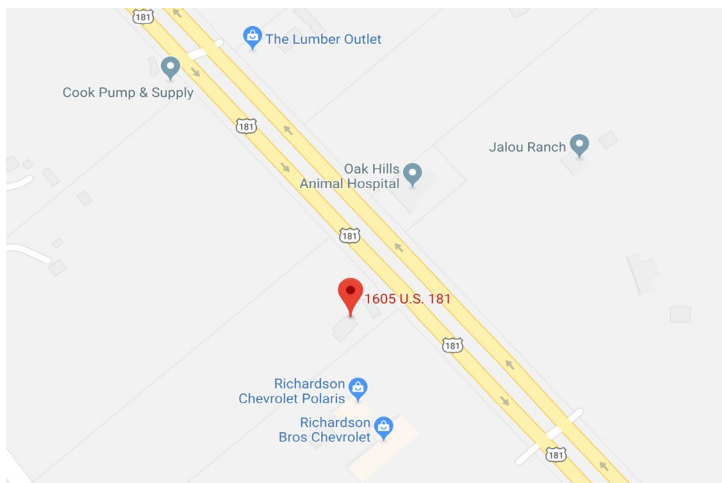
- a. If step one or step two do not show improvement in the device, please bring your device in for the Doss Audiology team for diagnosis.

If you have any questions about any of these troubleshooting tips, call 210.819.5002 (Schertz) or 830.542.8957 (Floresville), and we would be more than happy to assist you further.

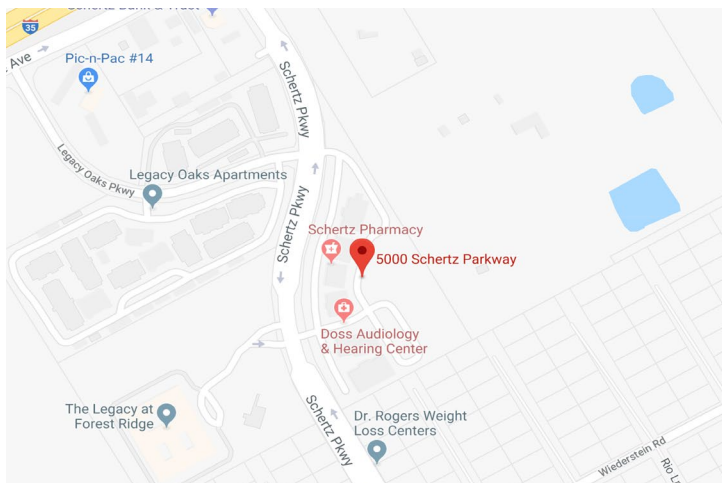




FLORESVILLE
 1605 US Hwy 181 N
 Suite A
 Floresville TX 78114
 Phone: 830.542.8957



SCHERTZ
 5000 Schertz Parkway
 Suite 300
 Schertz, TX 78154
 Phone: 210.819.5002



www.facebook.com/dossaurology



www.instagram.com/dossaurology



www.twitter.com/dossaurology

www.dossaurology.com