

# **Associates in Hearing Healthcare**

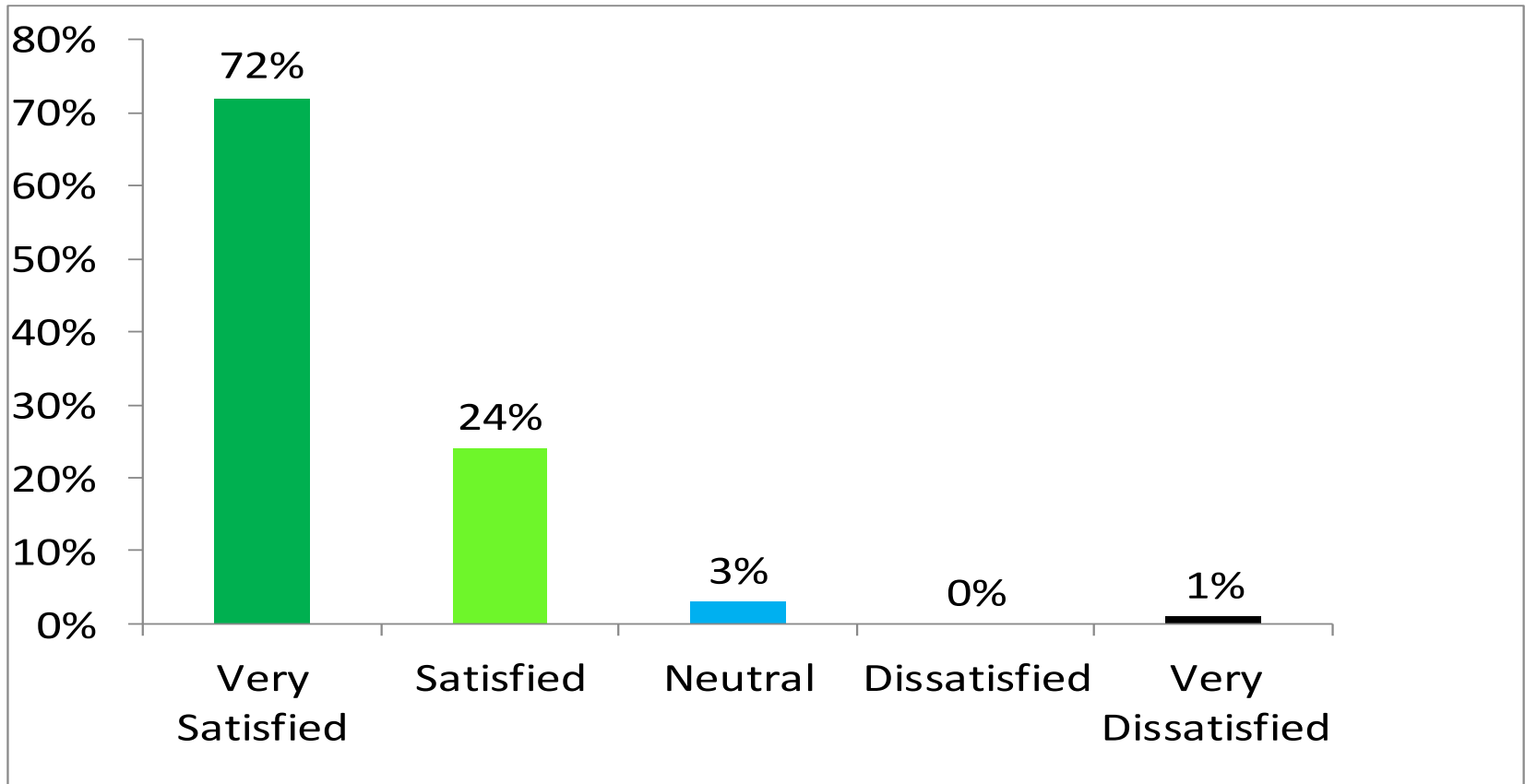
## **2018 Consumer Survey Results**

We send a satisfaction survey to all patients who keep their hearing devices



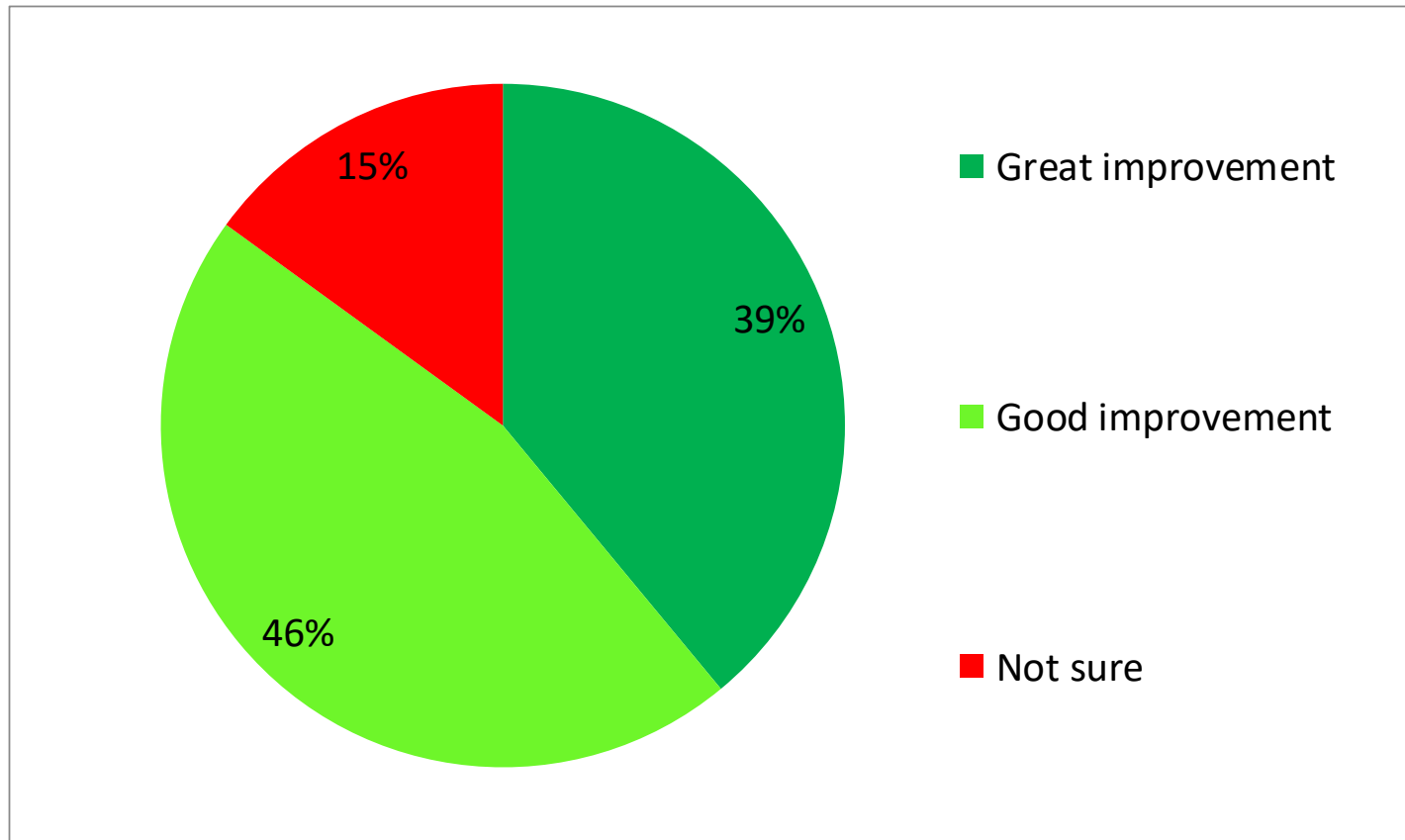
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# Overall, how satisfied are you with your amplification?



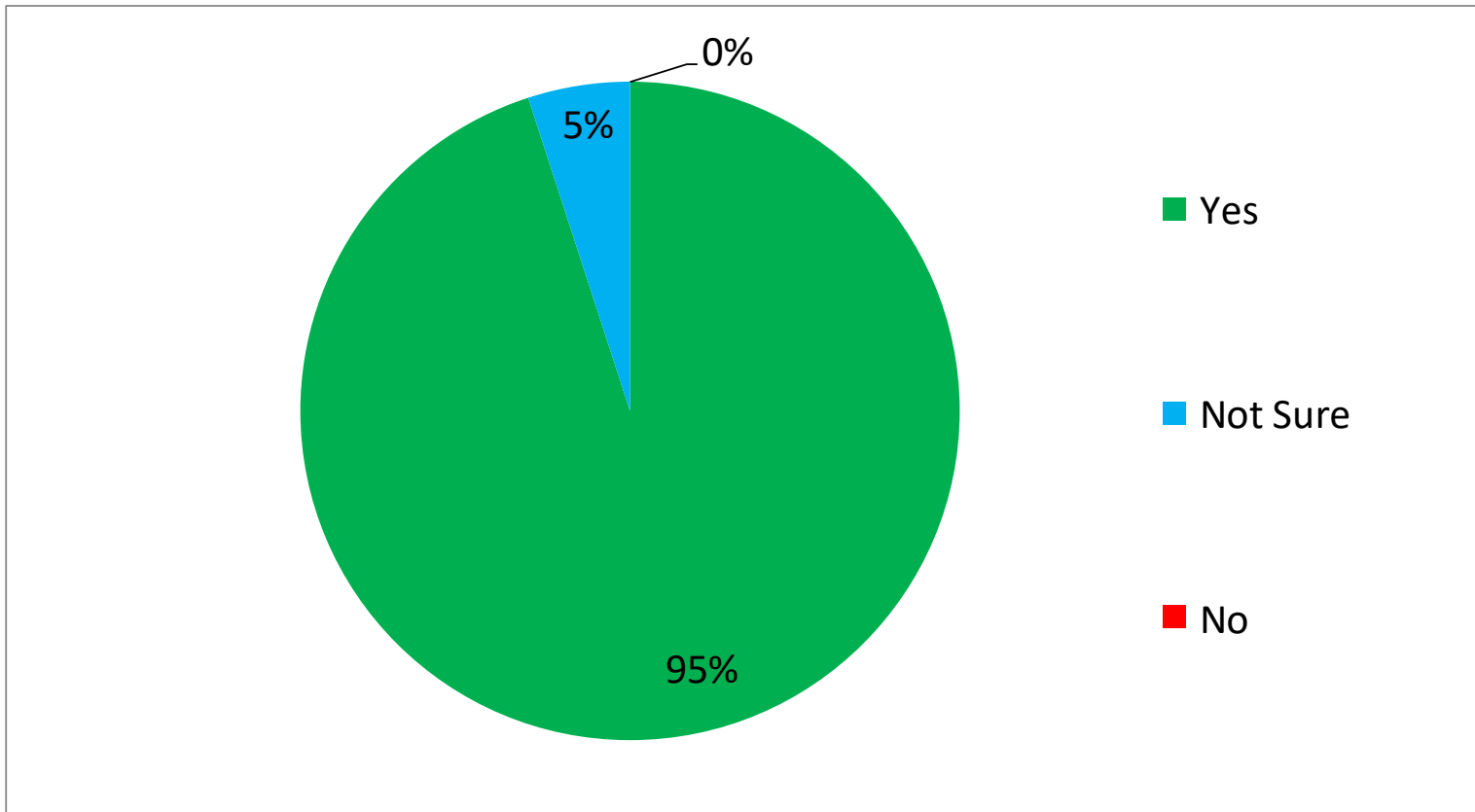
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# To what extent have your hearing aids improved your quality of life?

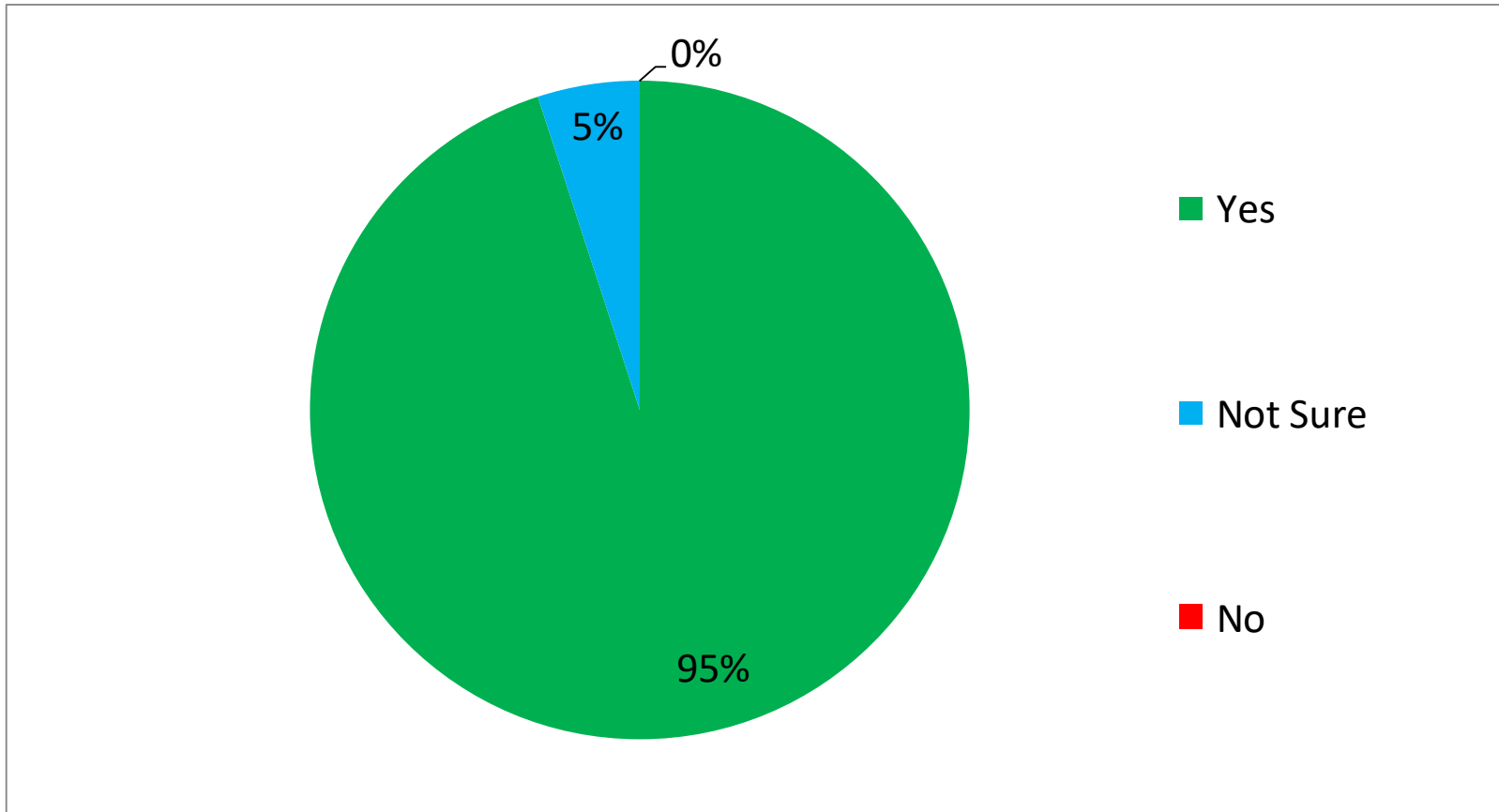


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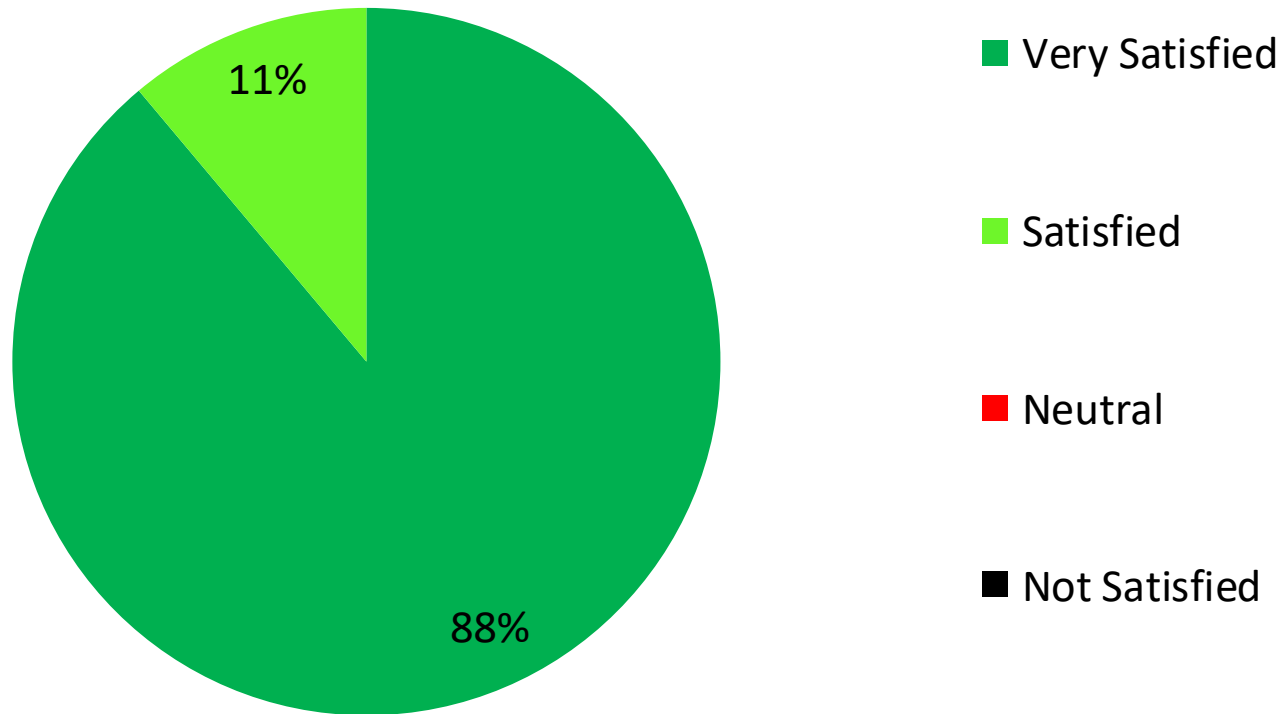
# Would you recommend hearing aids to a friend?



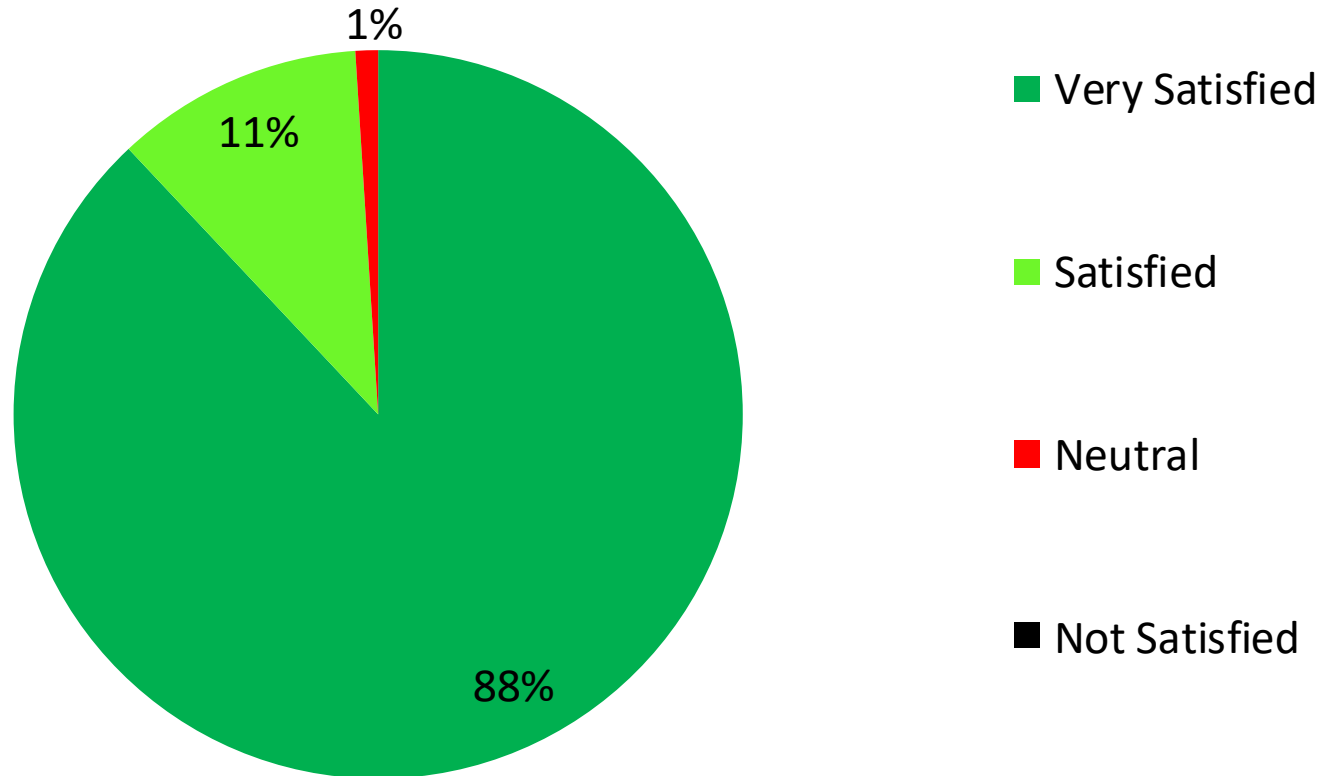
# Would you recommend us to a friend?



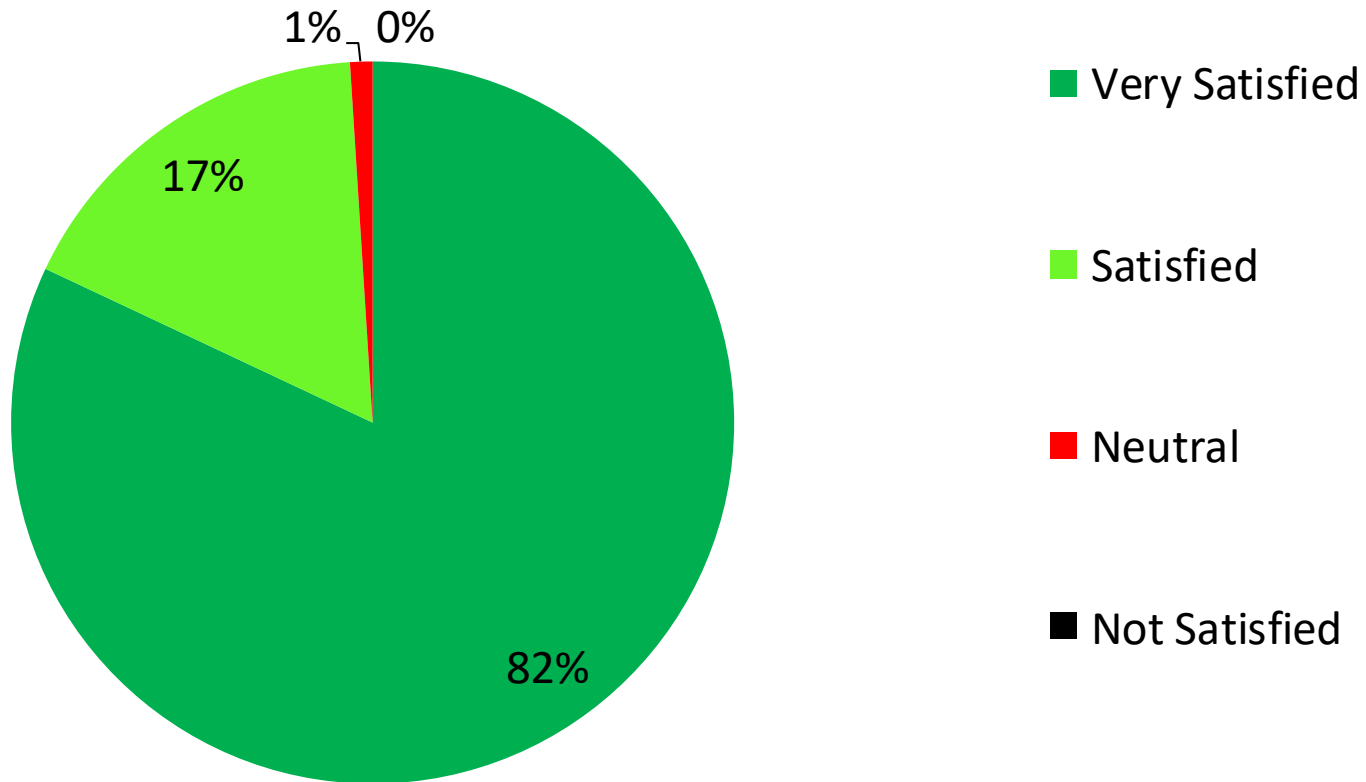
# Were you satisfied with the professionalism of the provider?



# Were you satisfied by the patience shown by the provider?



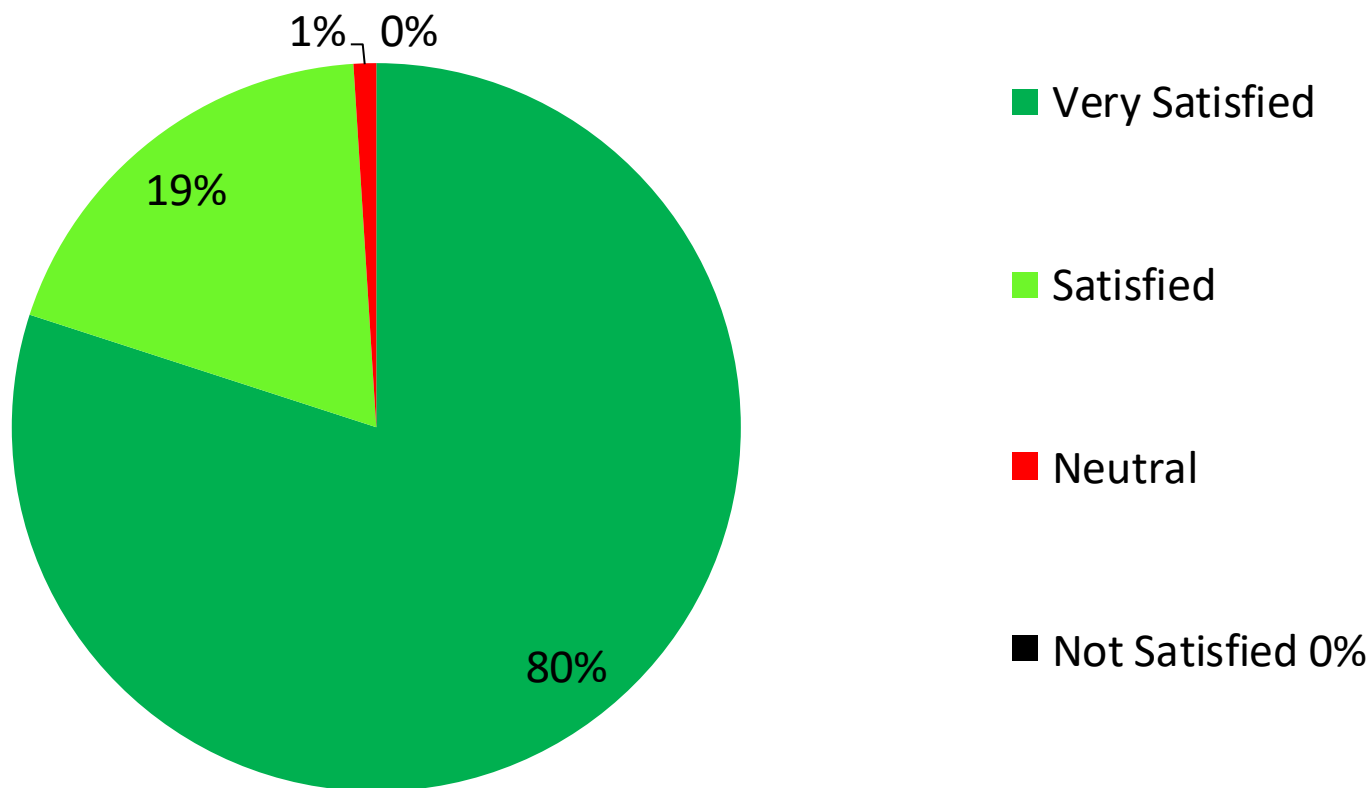
# Were you satisfied by the explanation of your test results?



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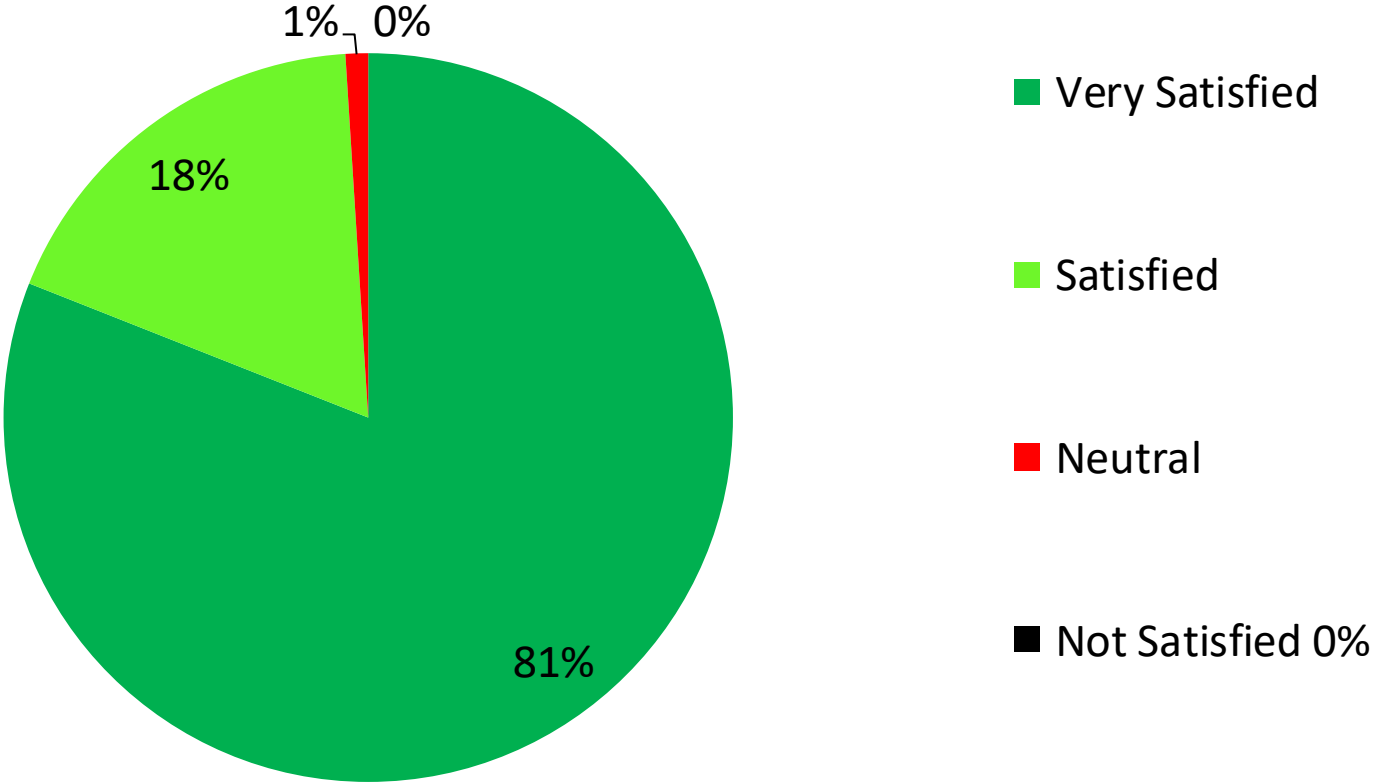


# Were you satisfied by the explanation of how to use hearing aids?



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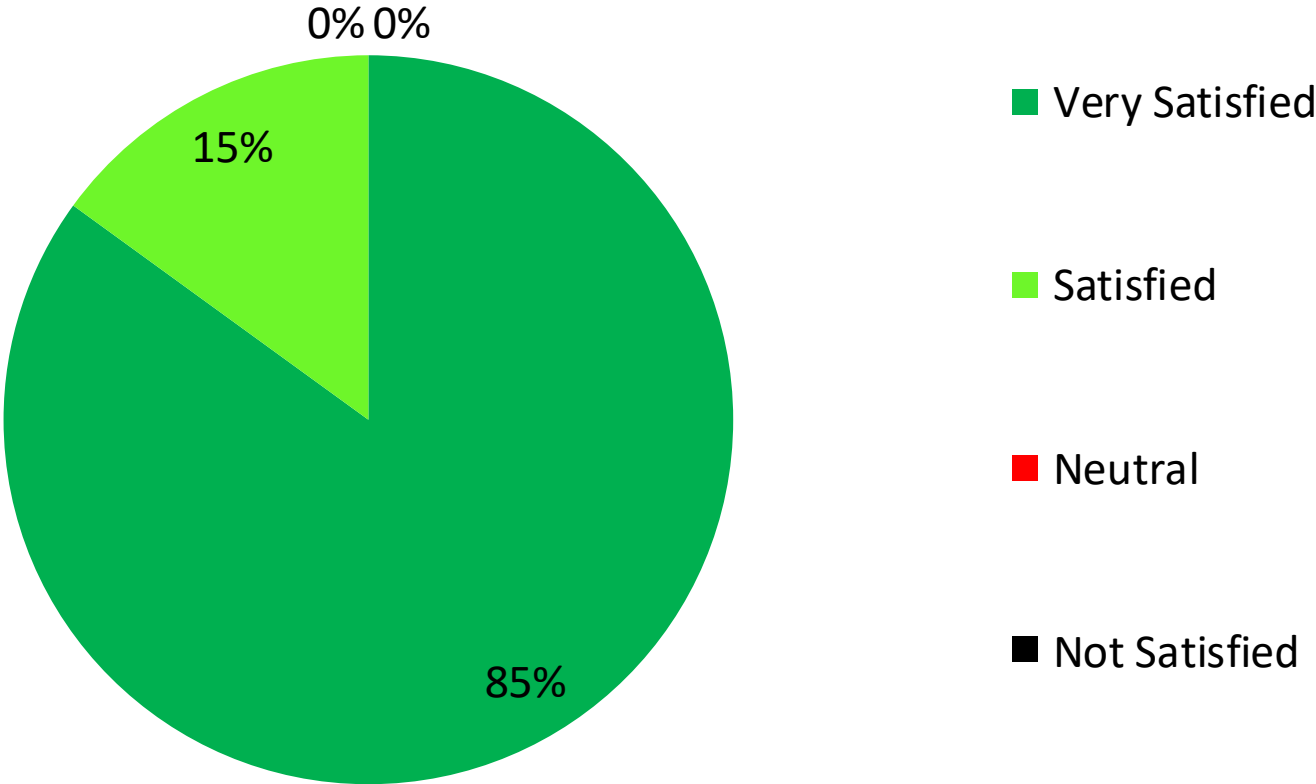
# Were you satisfied by the service after purchase?



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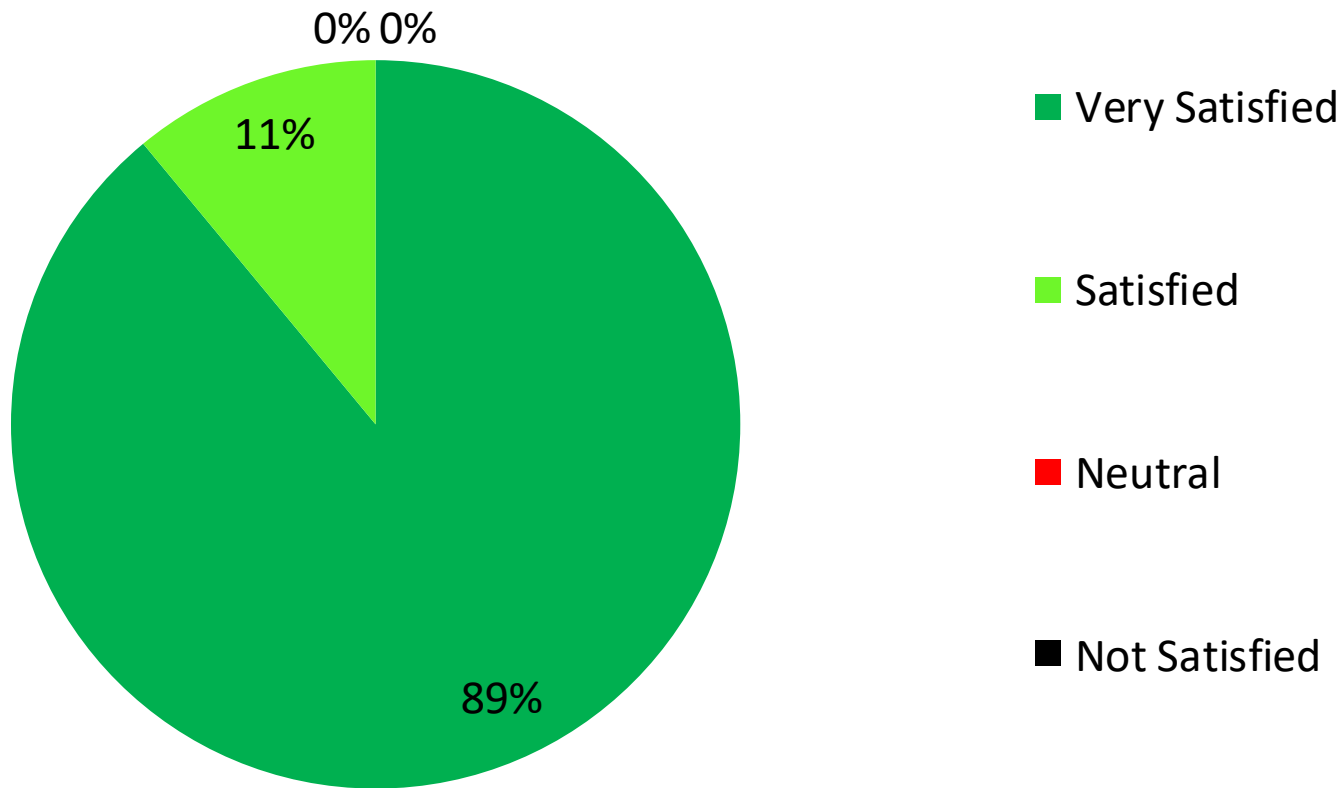
# Were you satisfied by the waiting time in the office?



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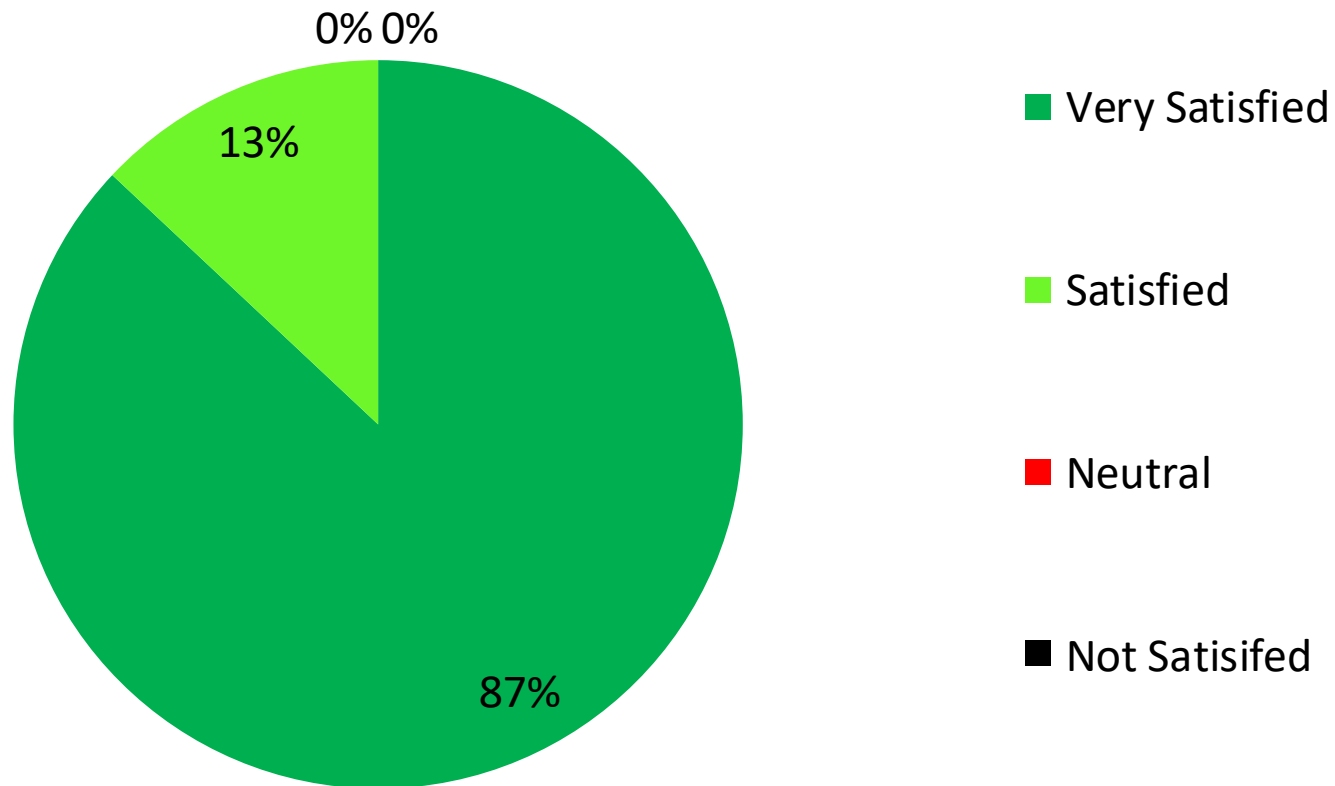
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# Were you satisfied by the parking?



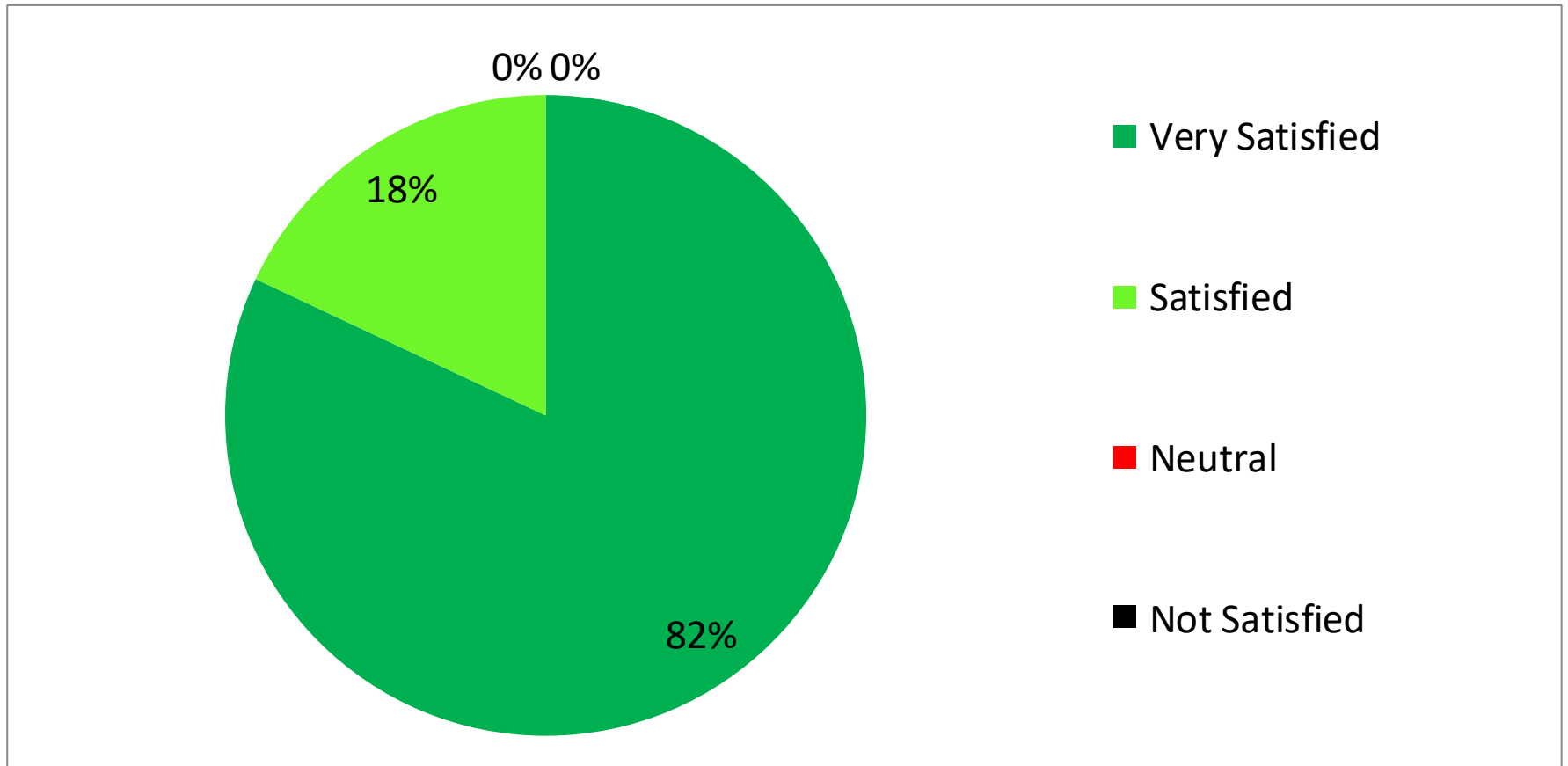
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# Were you satisfied by the friendliness of the receptionist?

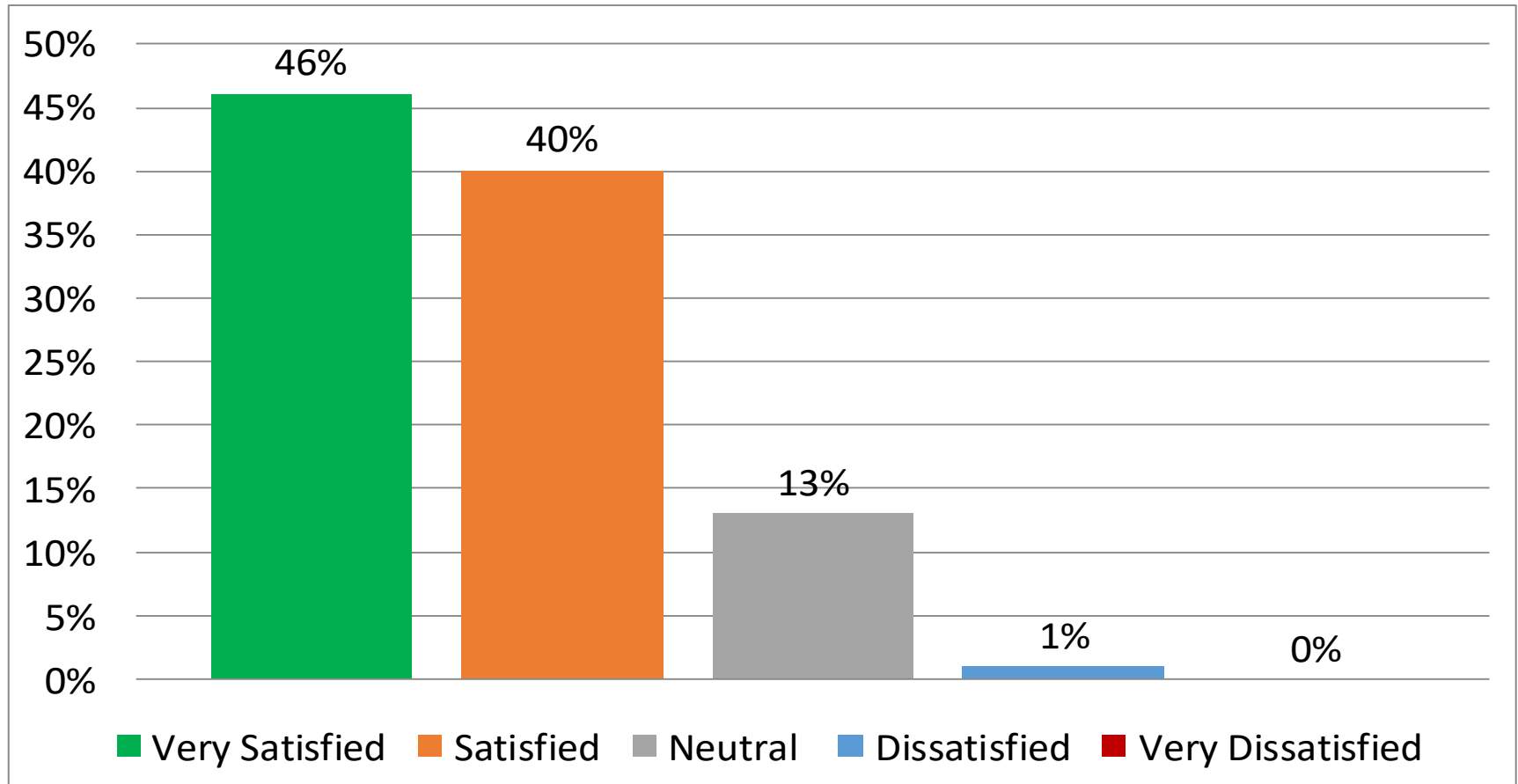


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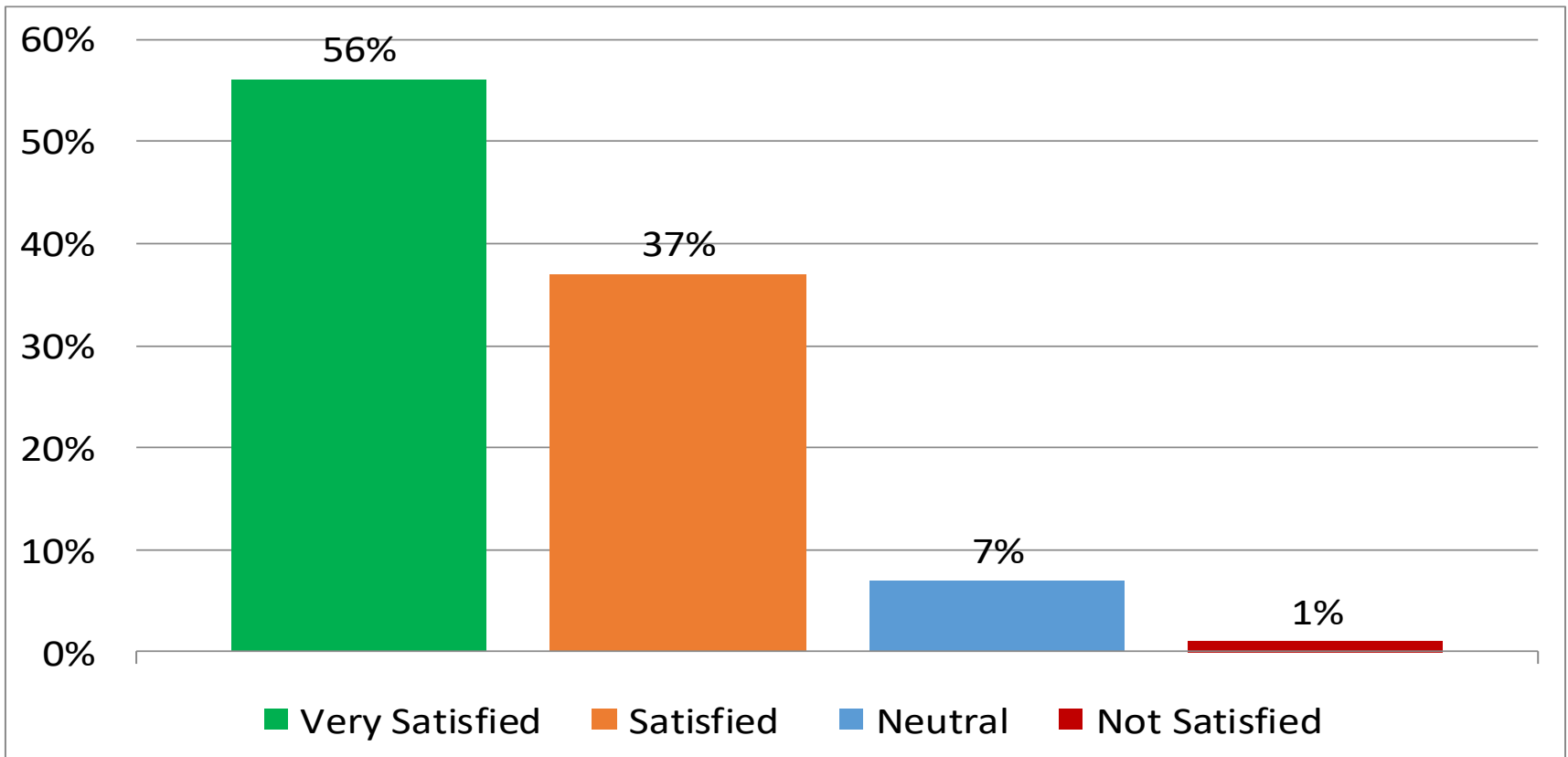
# Were you satisfied by the appearance of the office?



# Hearing Aid Overall Satisfaction

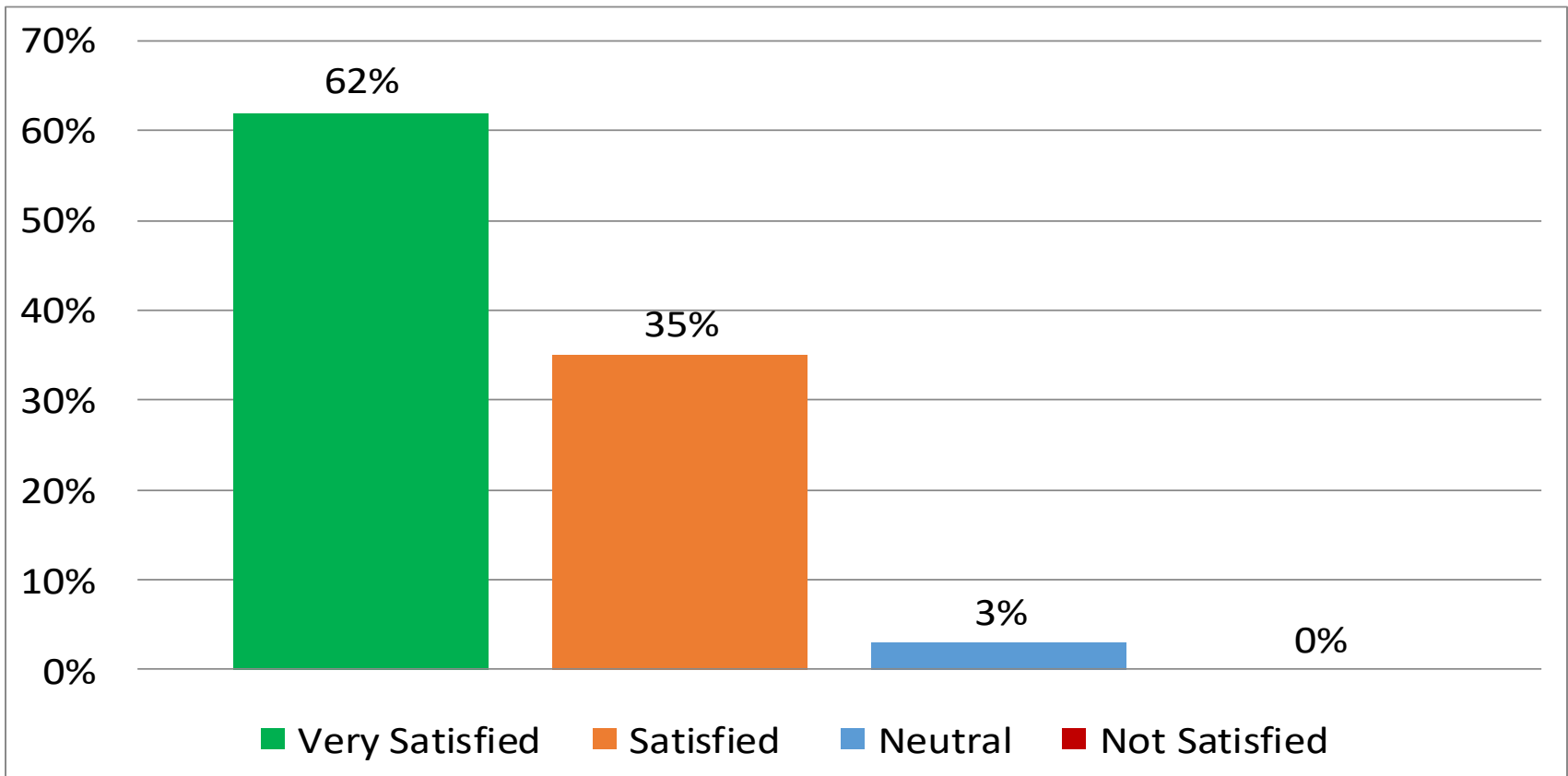


# Hearing Aid Fit/Comfort

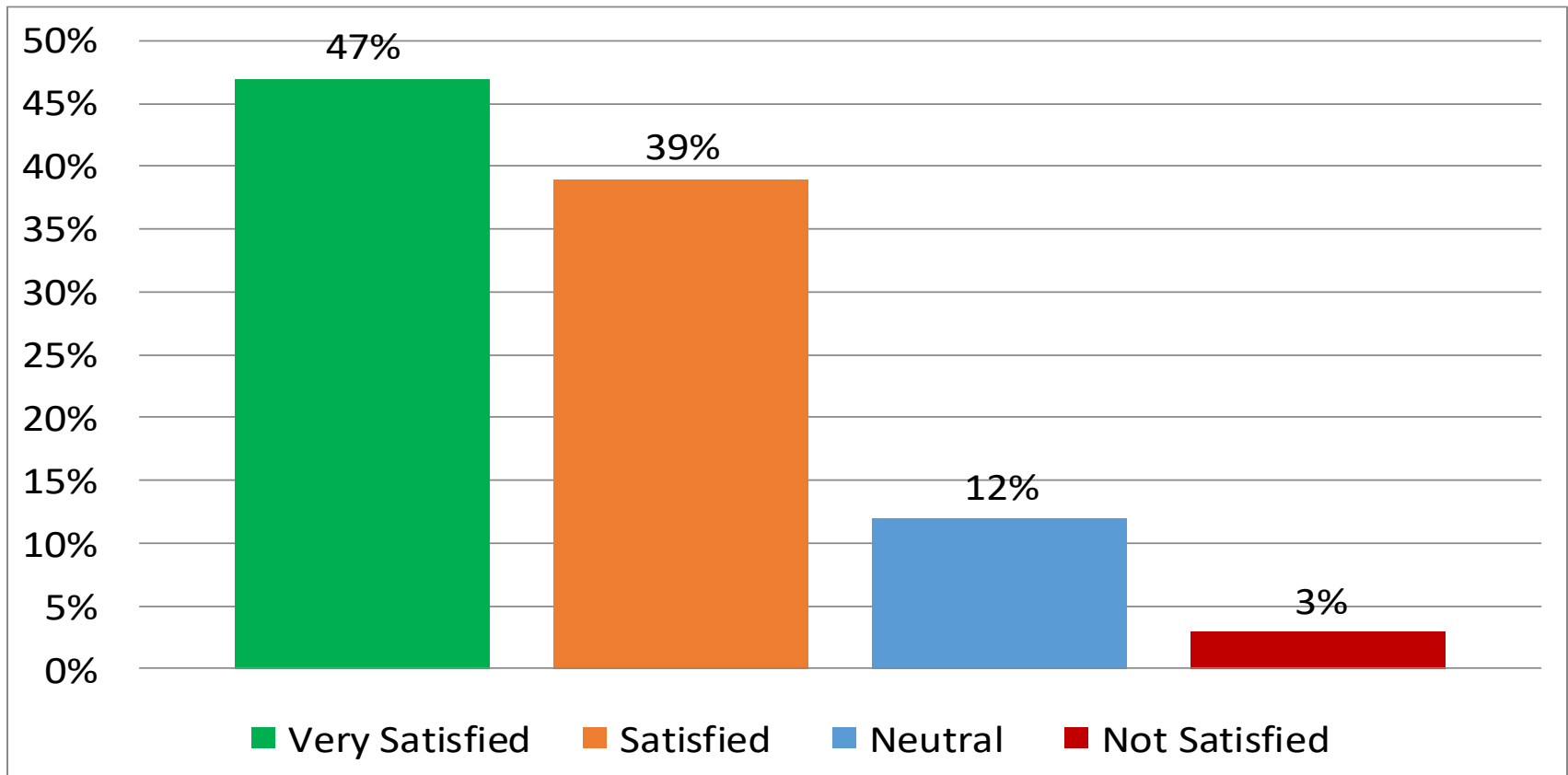




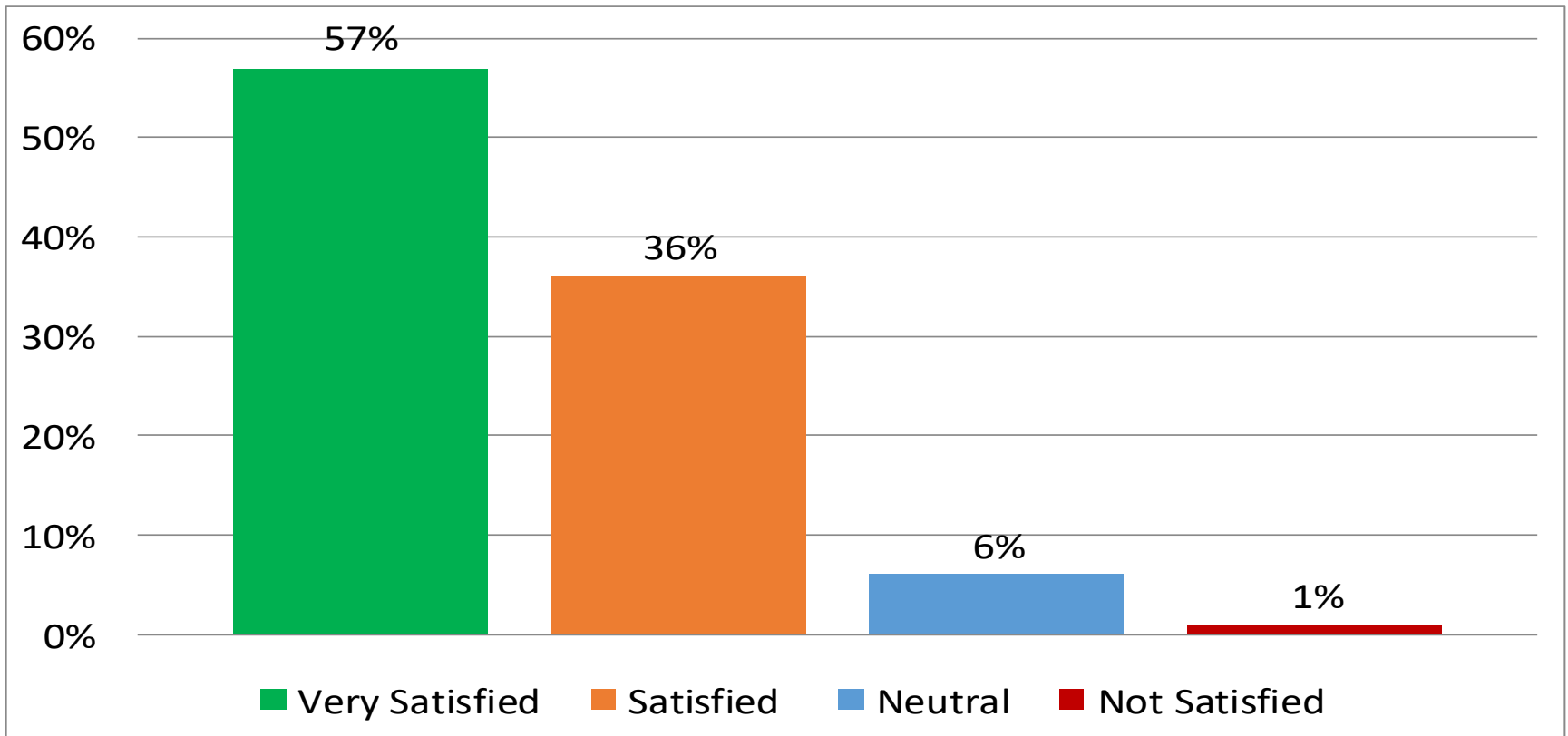
# Hearing Aid Cosmetics



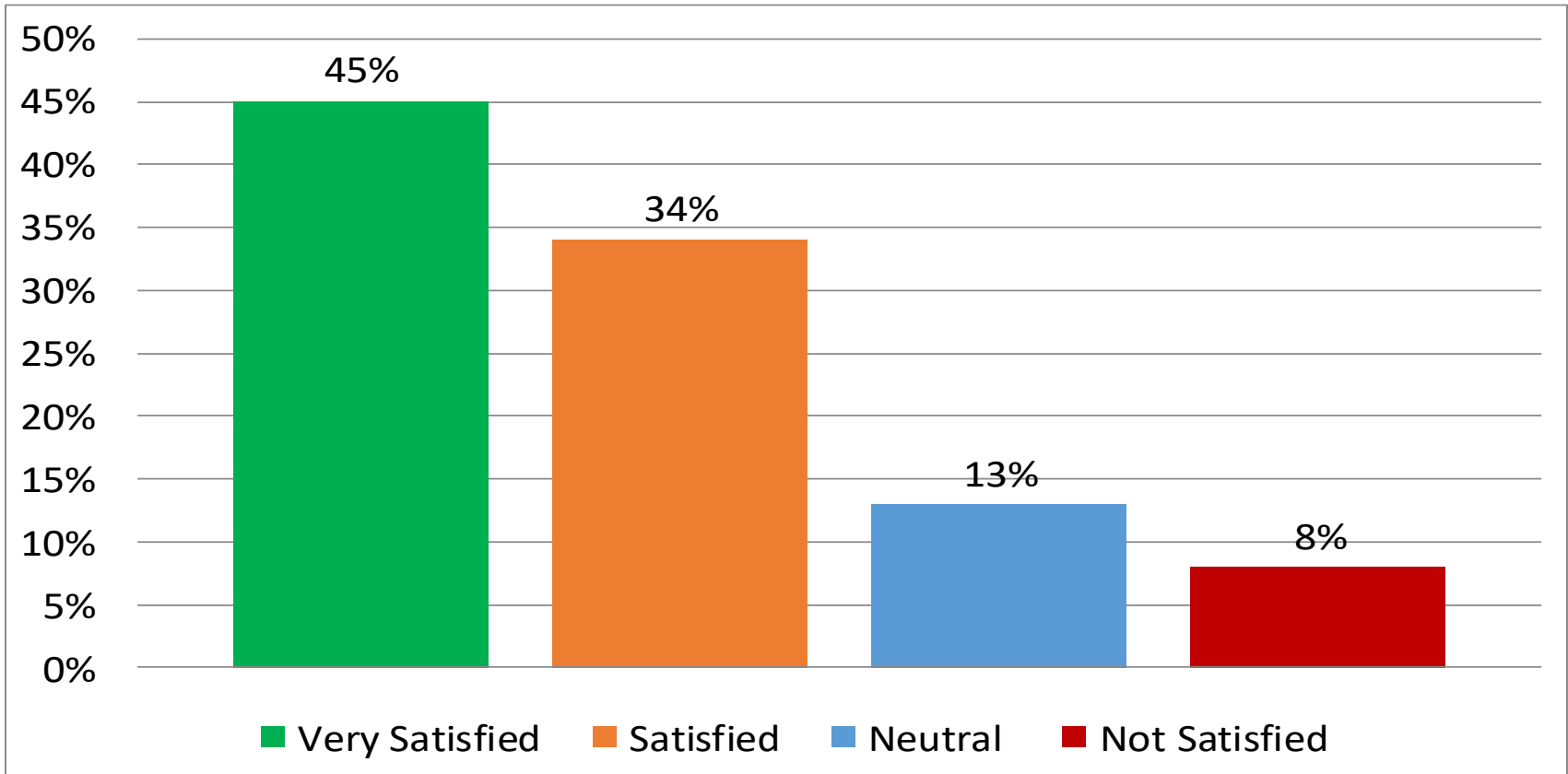
# Hearing Aid Quality of Sound



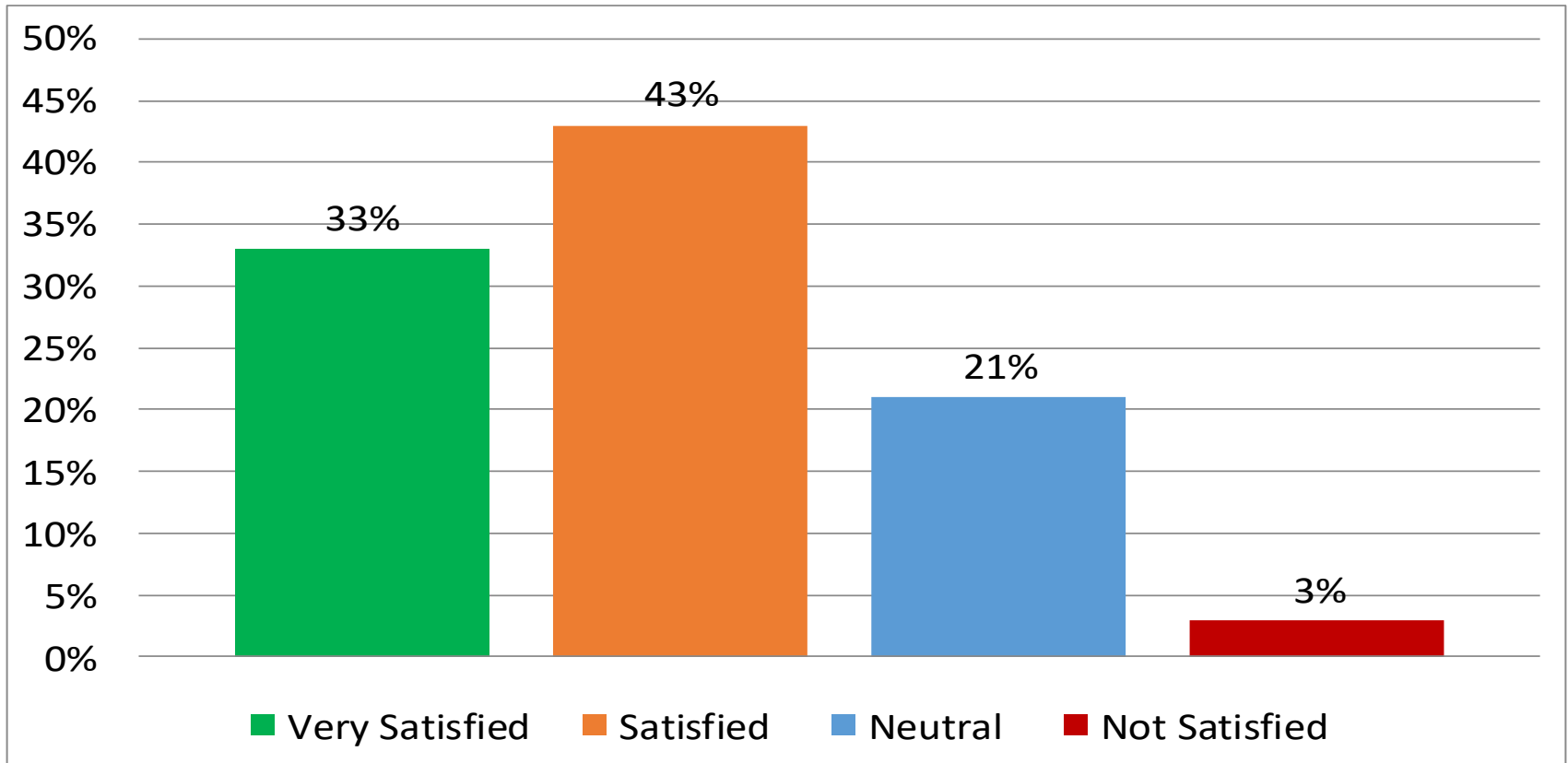
# Hearing Aid Ease of Use



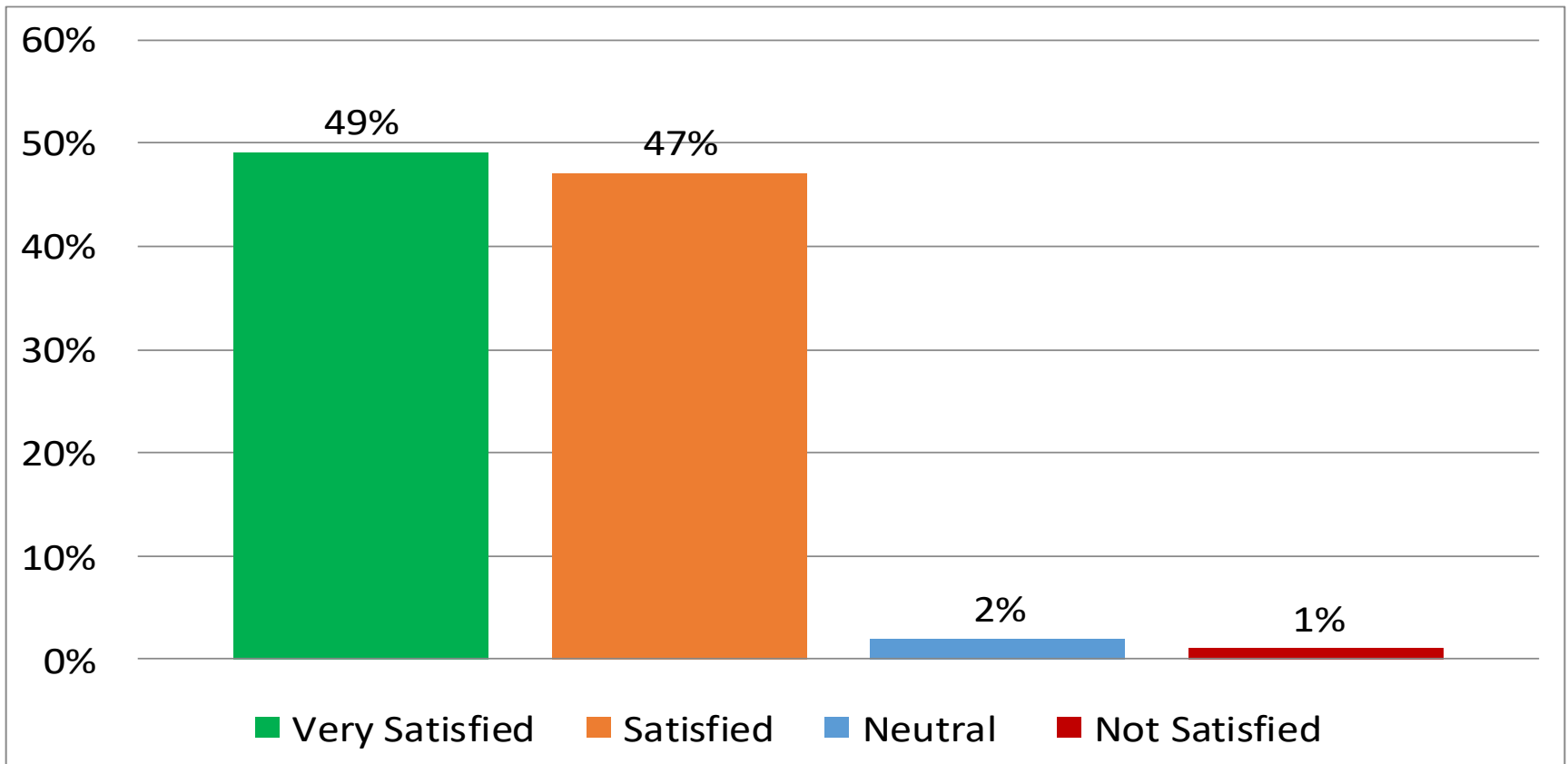
# Telephone Accessory Performance



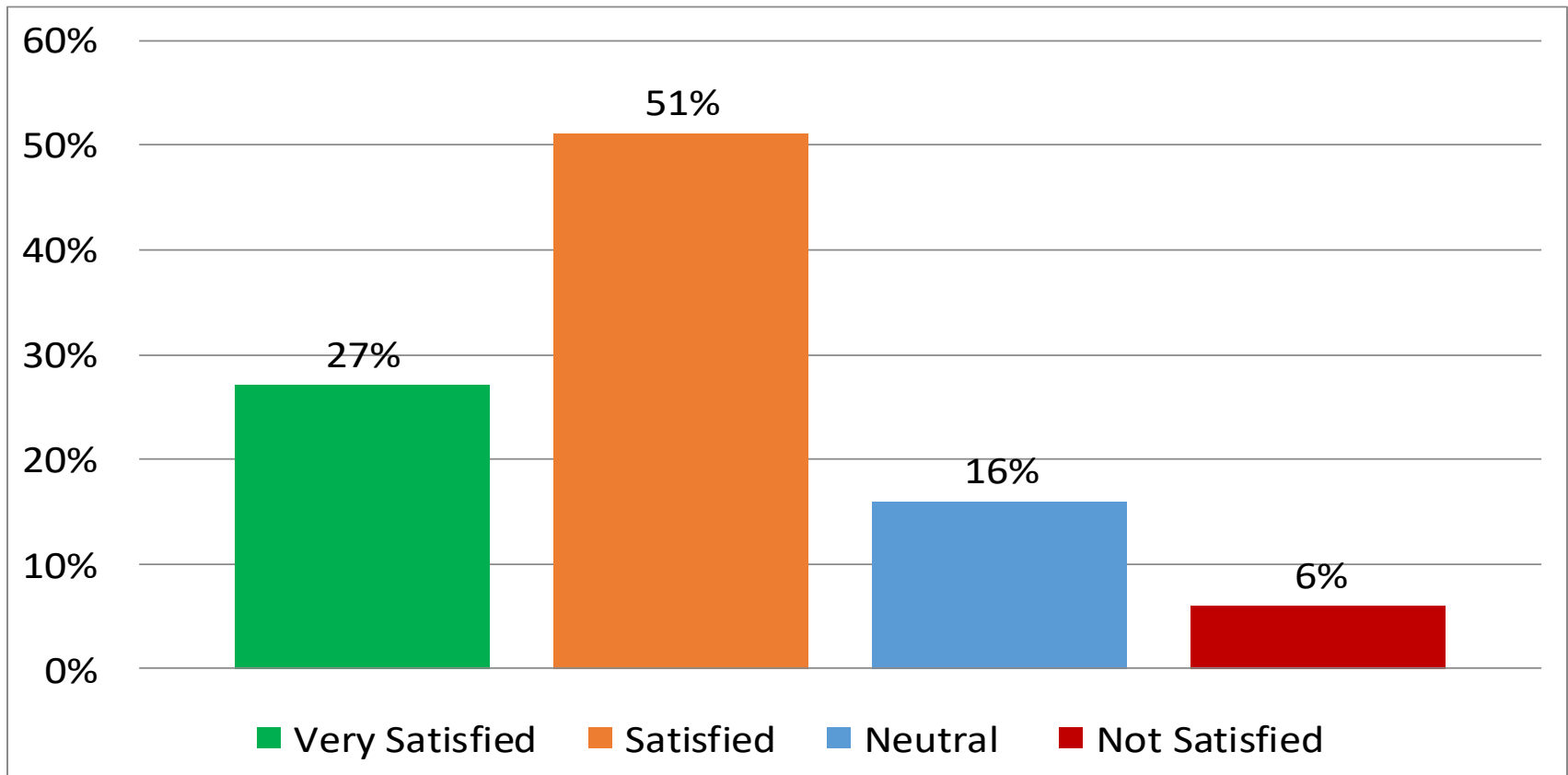
# TV Accessory Performance



# Hearing Aid Benefit in Quiet



# Hearing Aid Benefit in Noise



# Survey Summary

- The vast majority of our patients (over 99%) are satisfied with our office, our staff, and our products.
- More than 86% of our patients report being satisfied with their hearing aids
- Less than 2% of our patients report being not satisfied and then mainly with the performance of the aids, especially in noise.



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