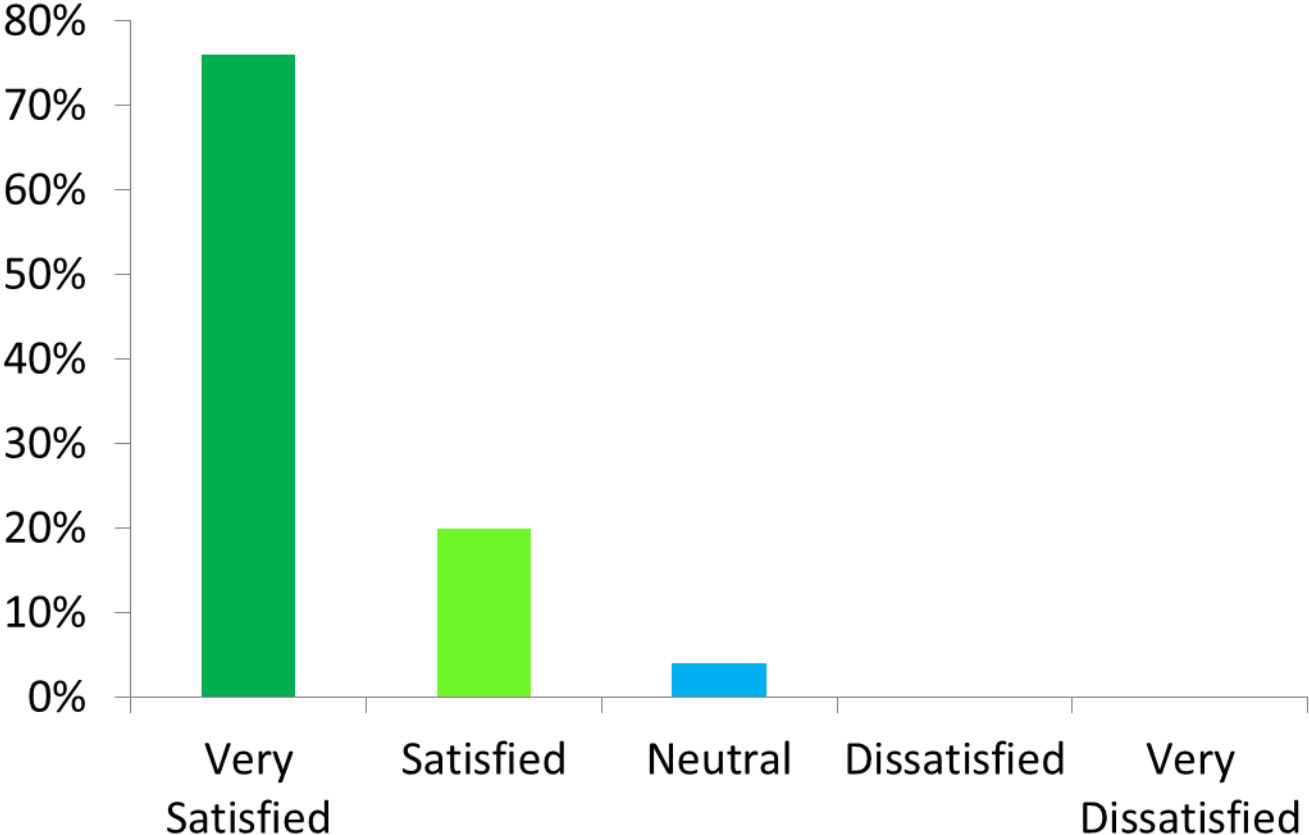


Associates in Hearing Healthcare

2016 Consumer Survey Results

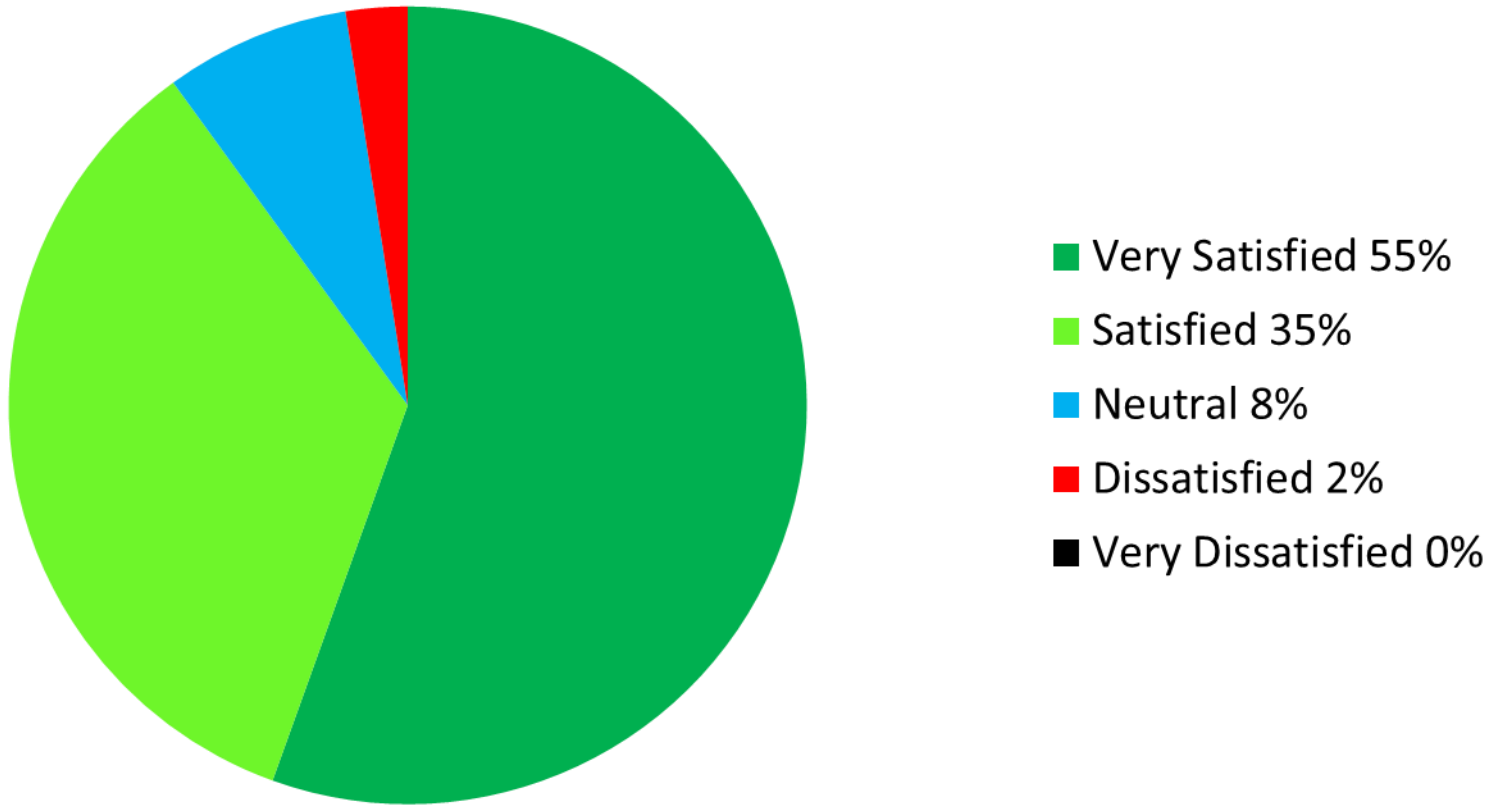
We send a satisfaction survey to all patients who keep their hearing devices

Overall Satisfaction

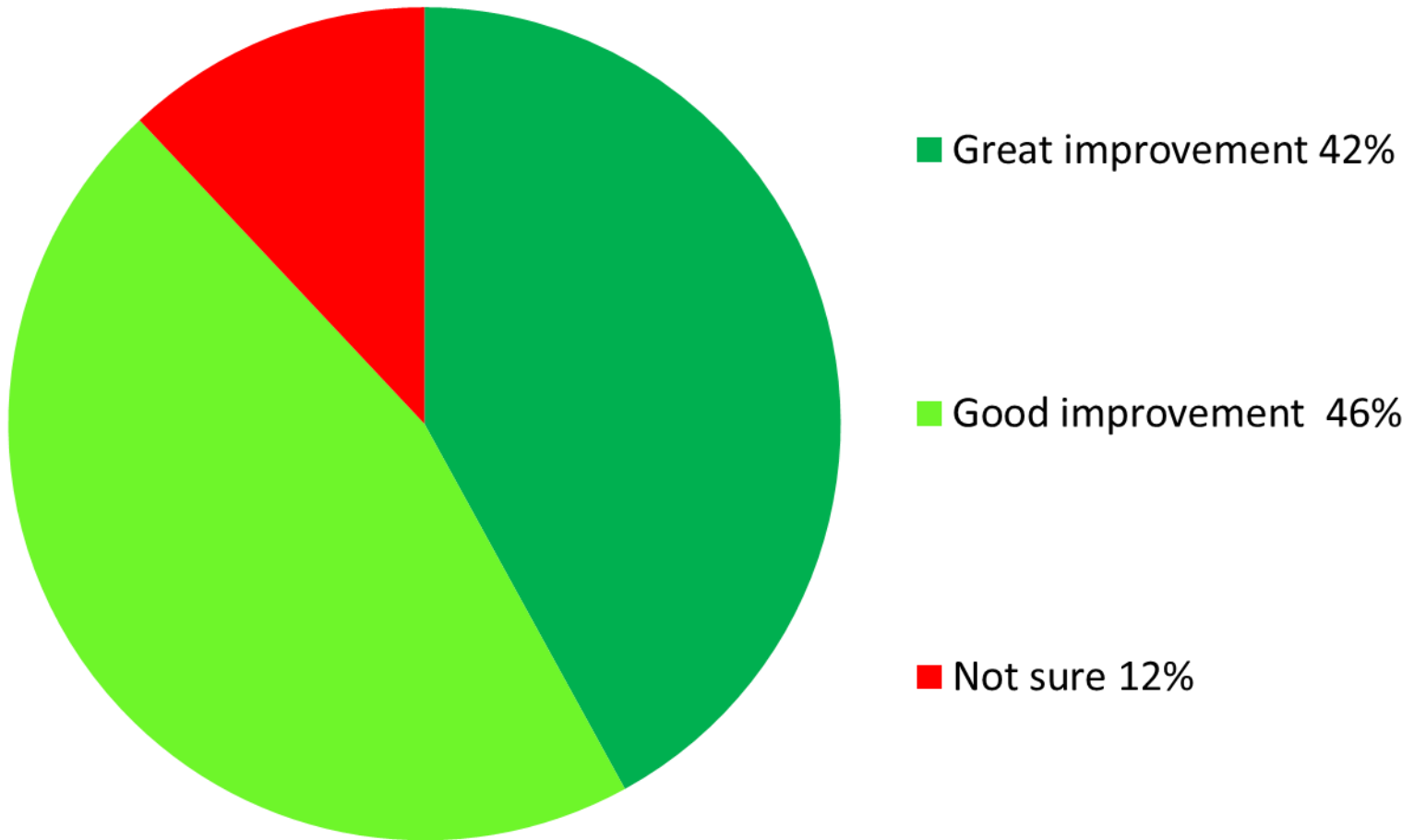


Satisfaction with Hearing Aid

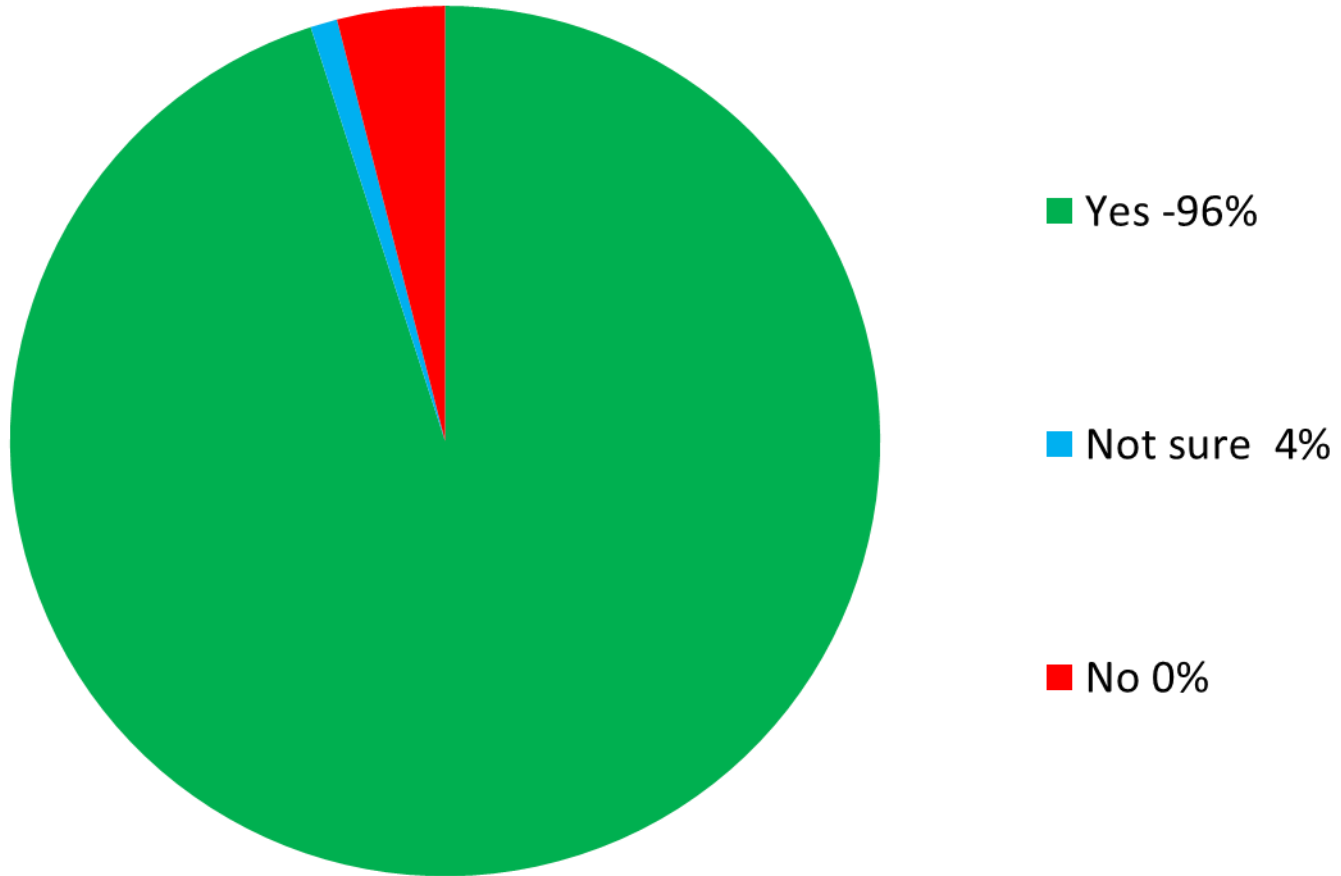
Percentage



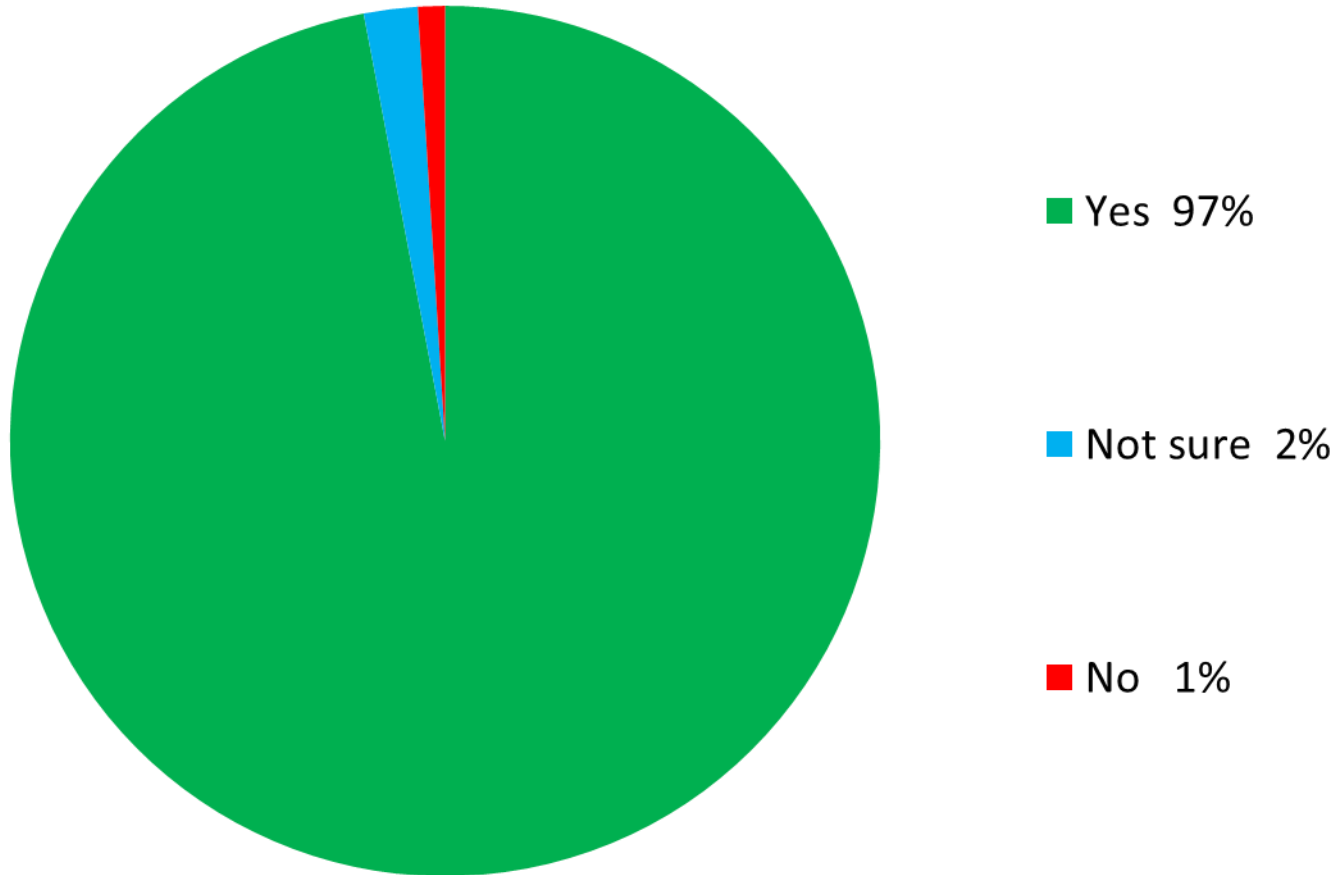
Quality of Life



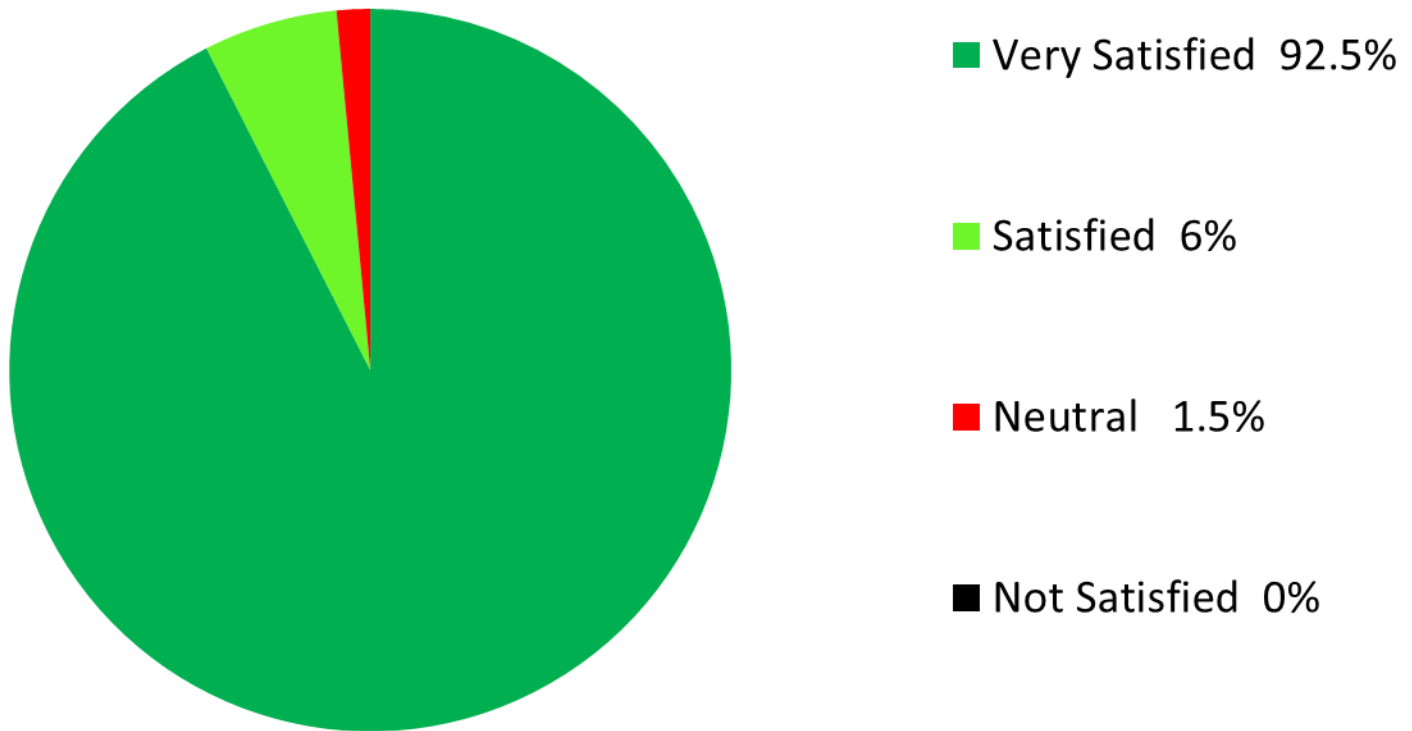
Recommend Hearing Aids to a Friend



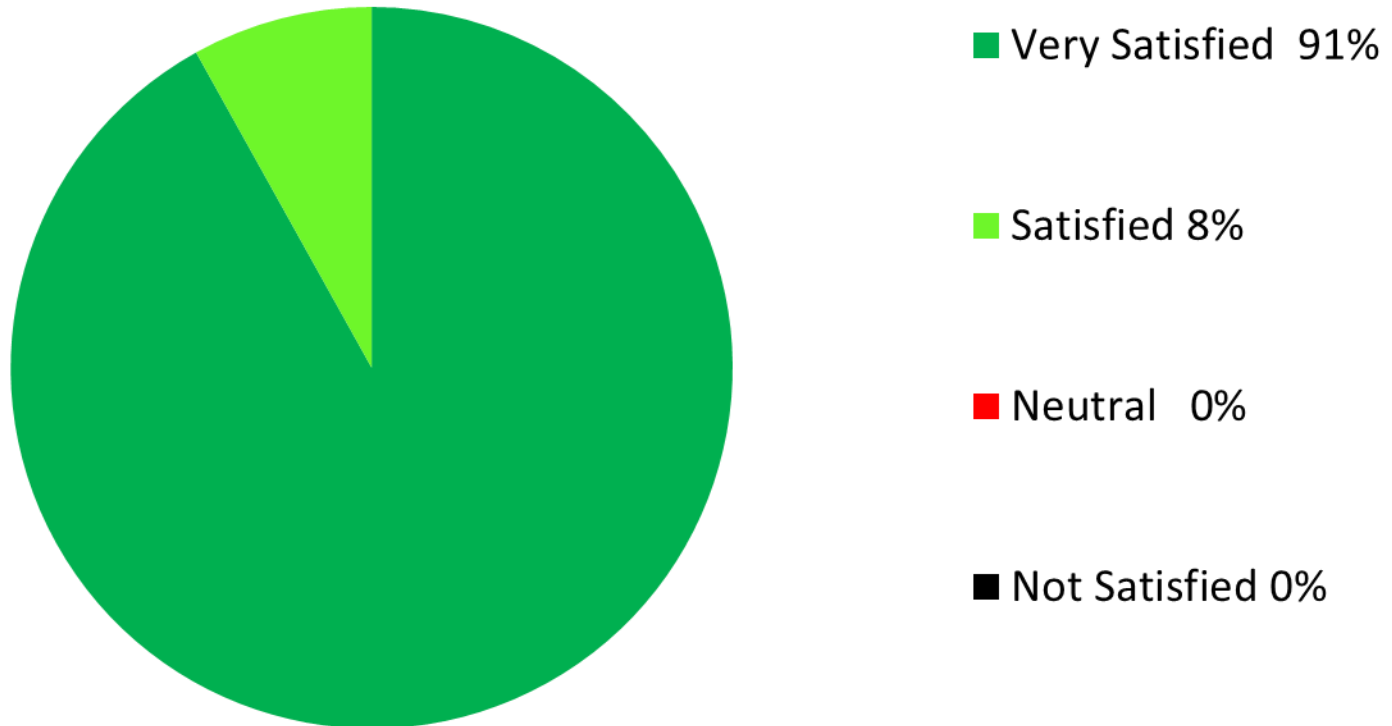
Recommend a Friend to Us



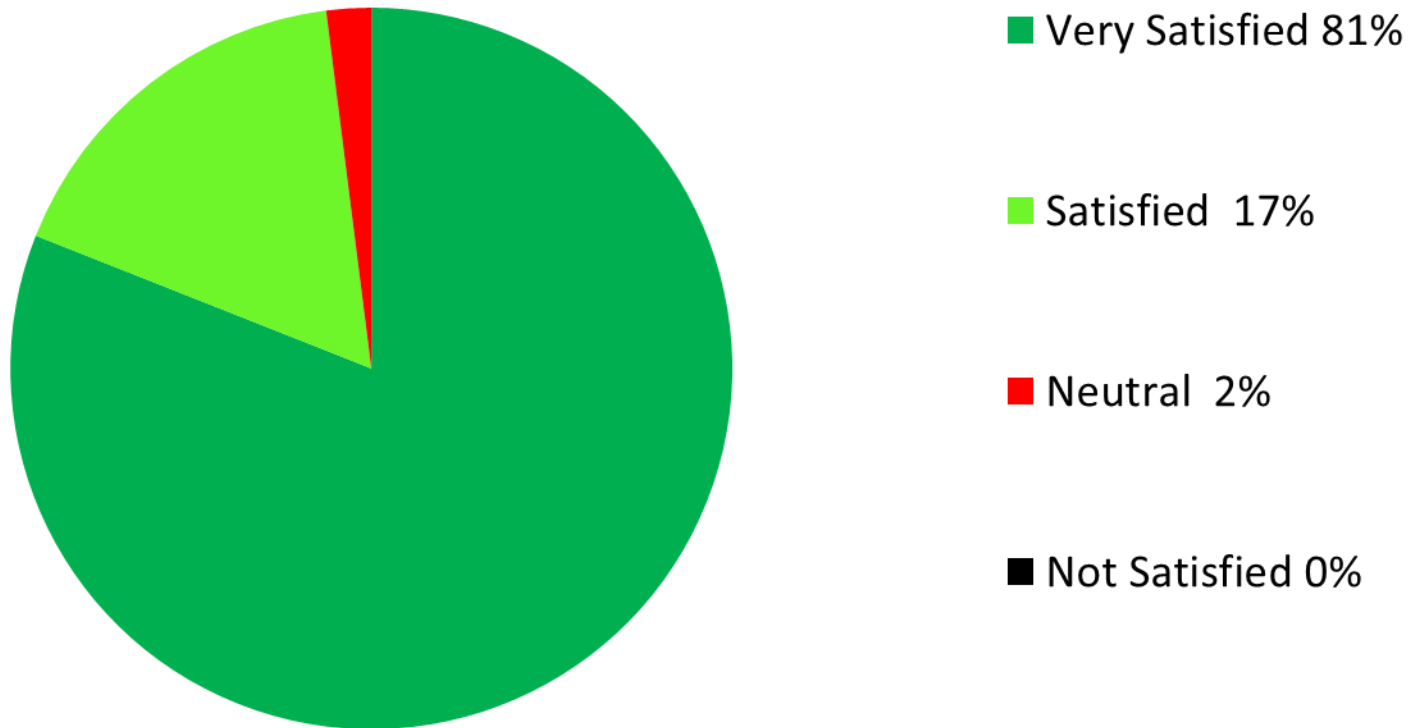
Professionalism of Provider



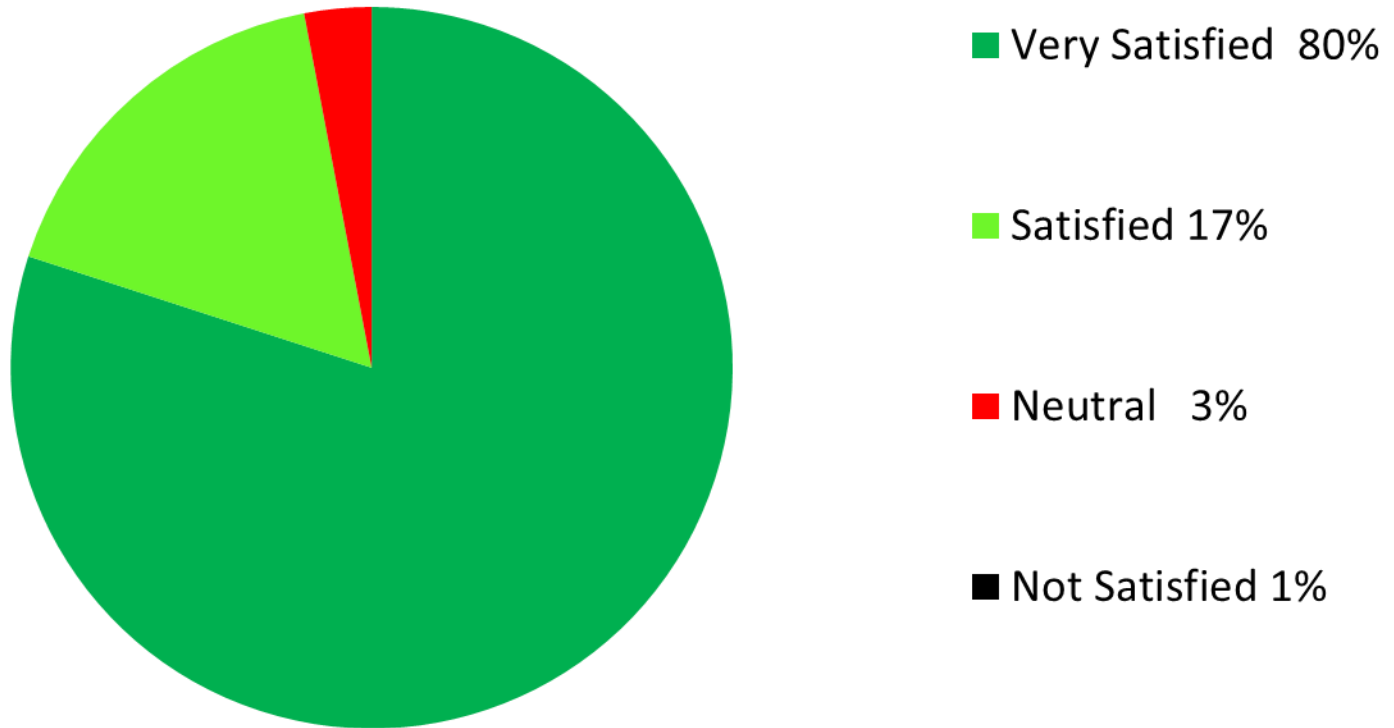
Patience of Provider



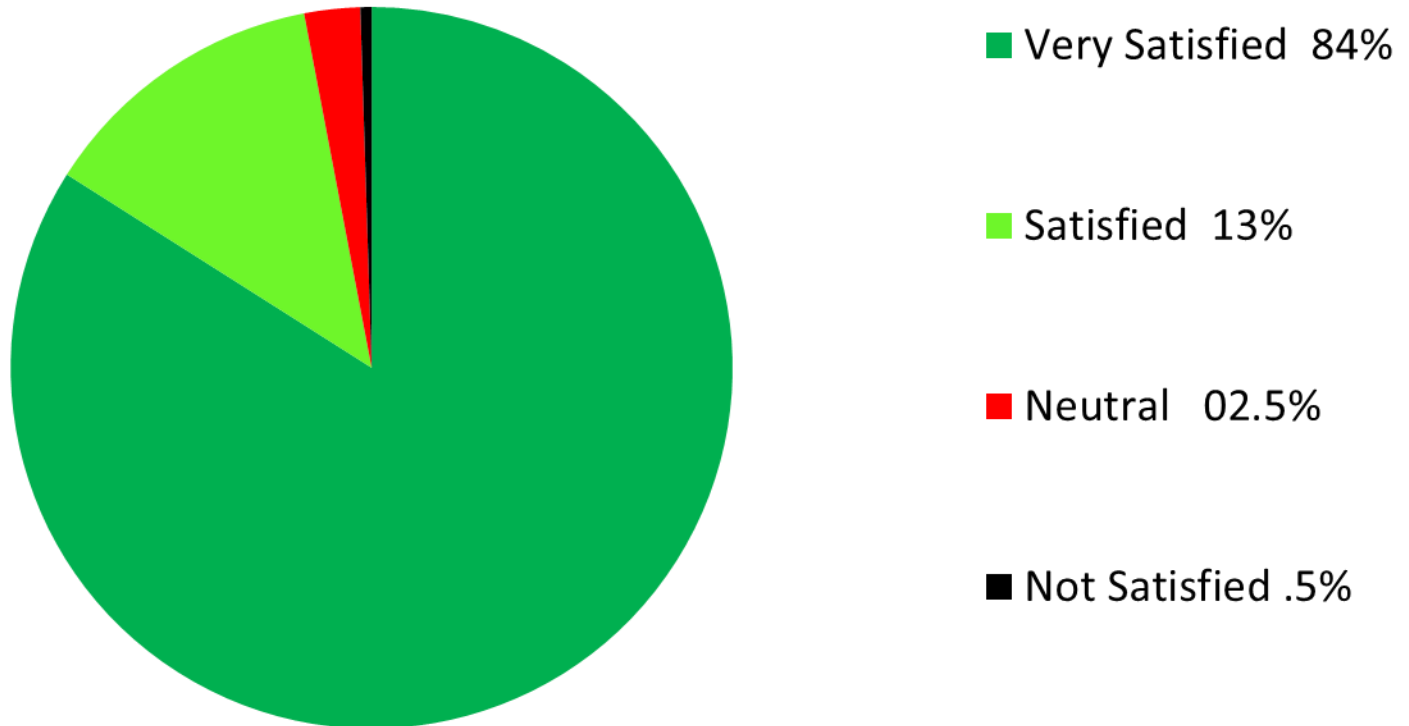
Explanation of Test Results



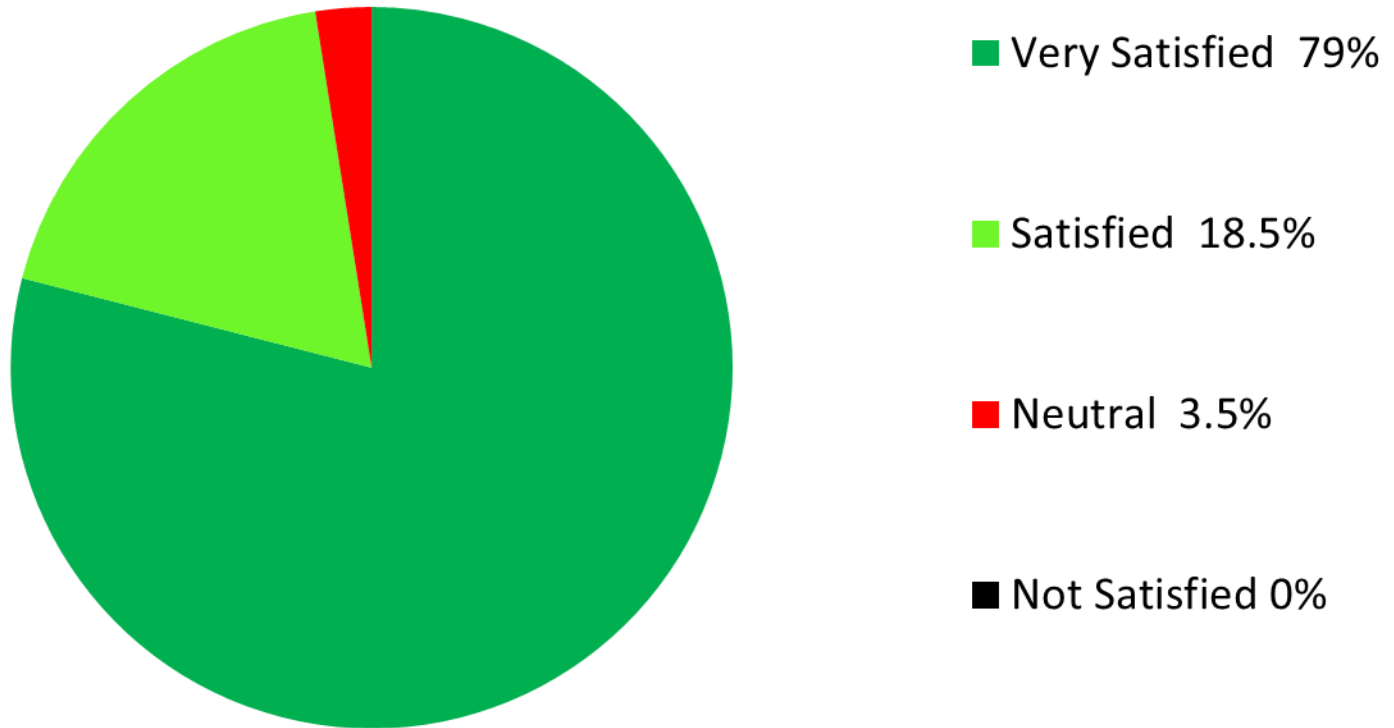
Explanation of How to Use Aids



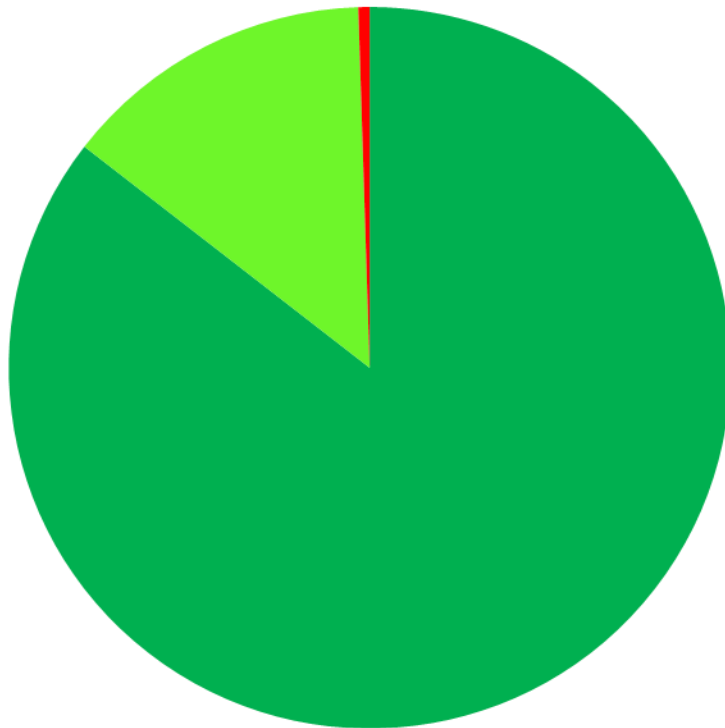
Service After Purchase



Waiting Time in Office



Parking



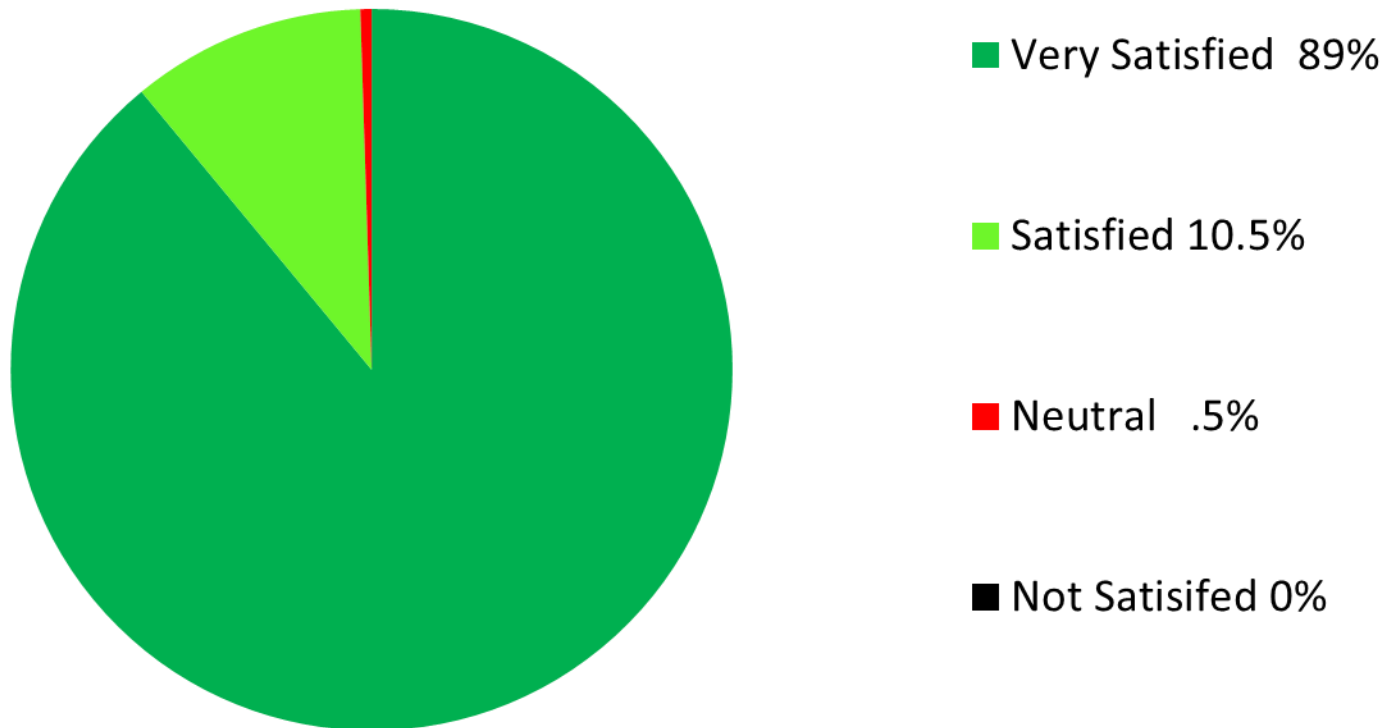
■ Very Satisfied 85.5%

■ Satisfied 14%

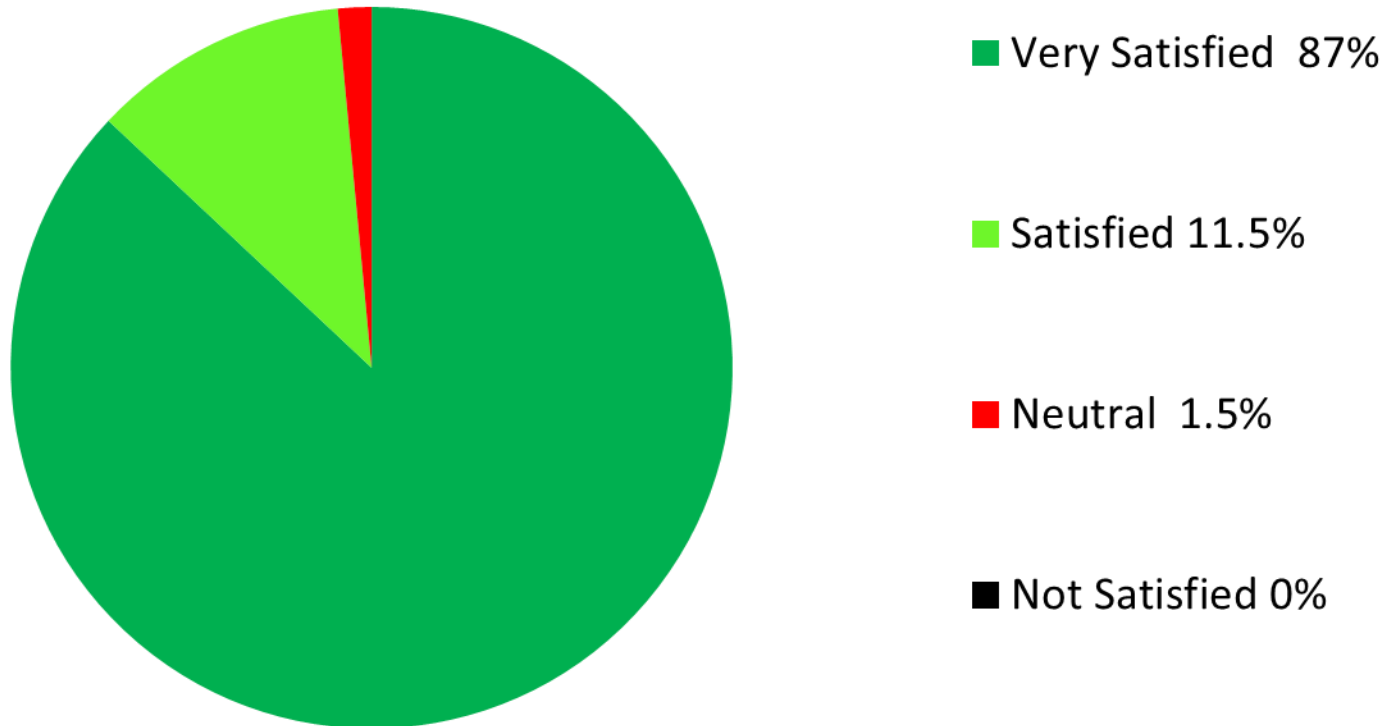
■ Neutral .5%

■ Not Satisfied 0%

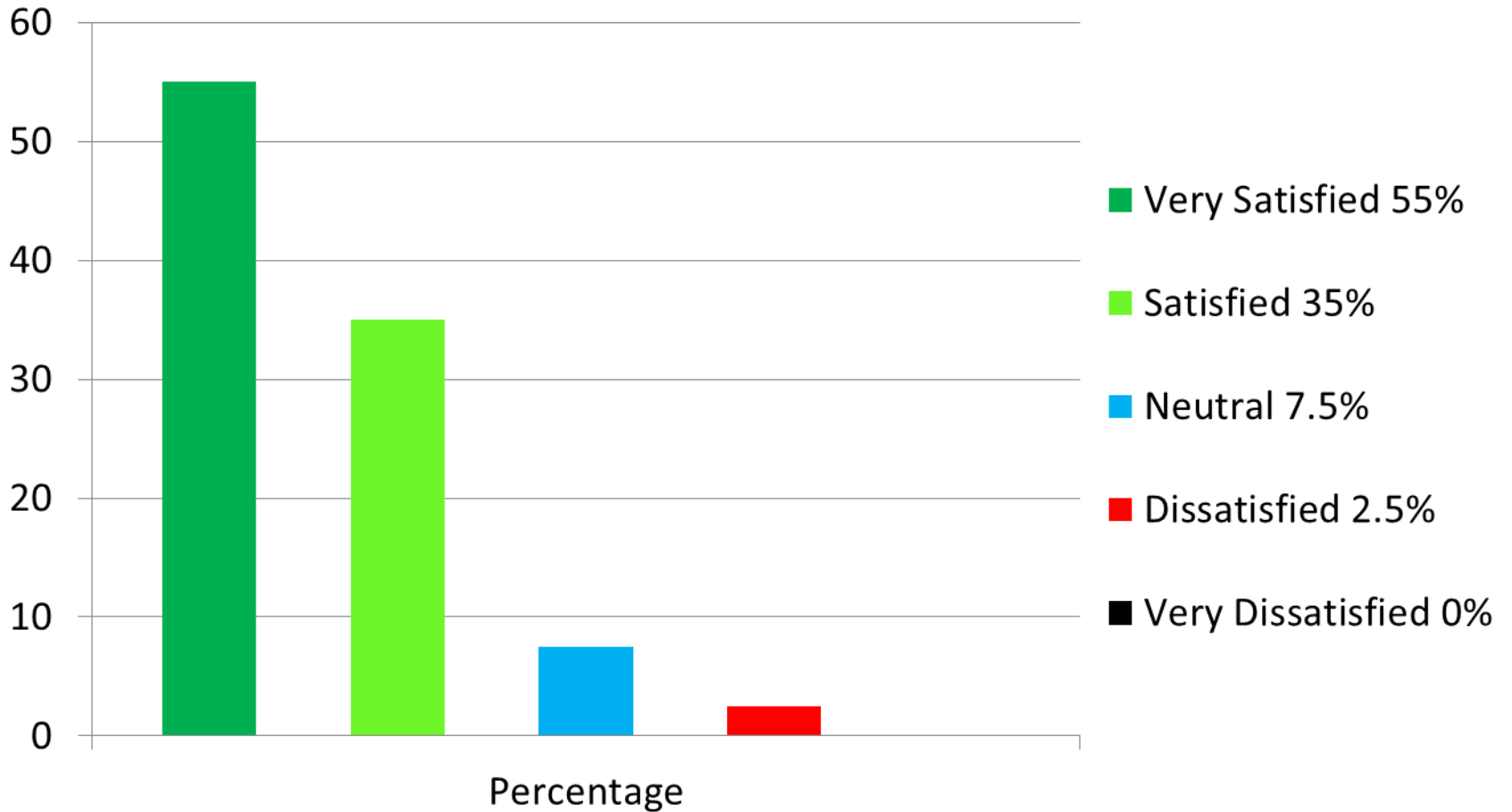
Friendliness of Receptionist



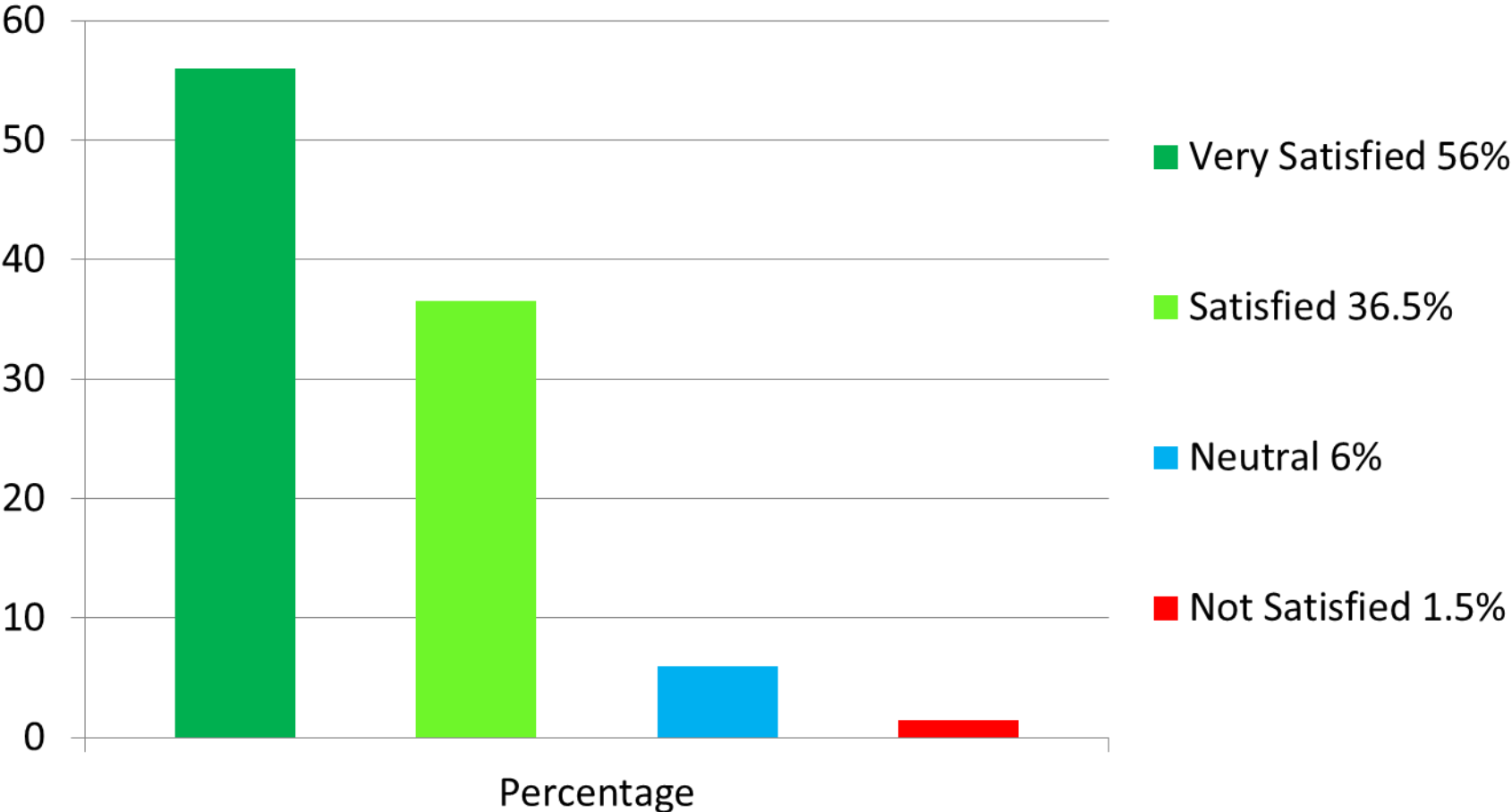
Appearance of Office



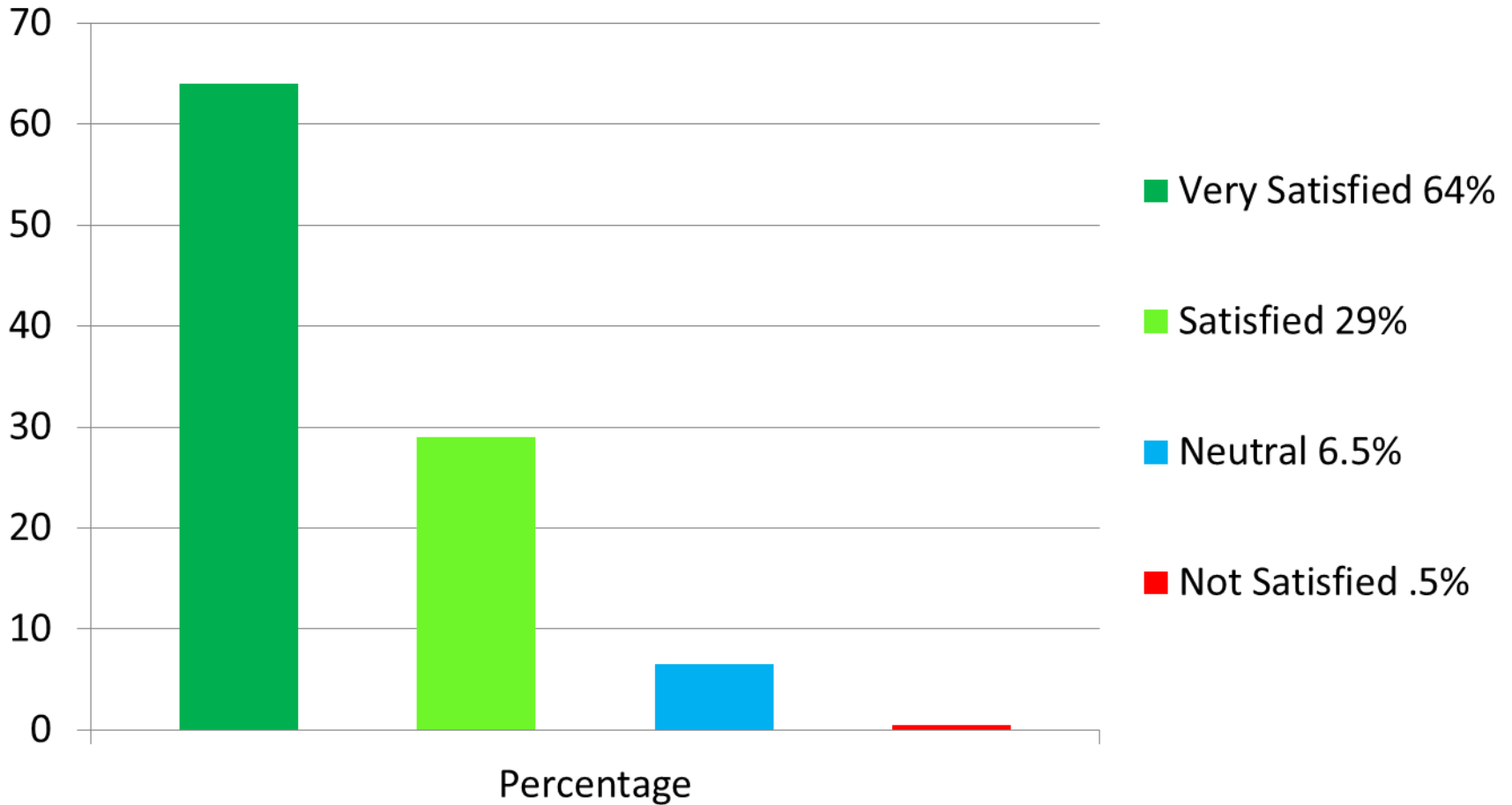
Hearing Aid Overall Satisfaction



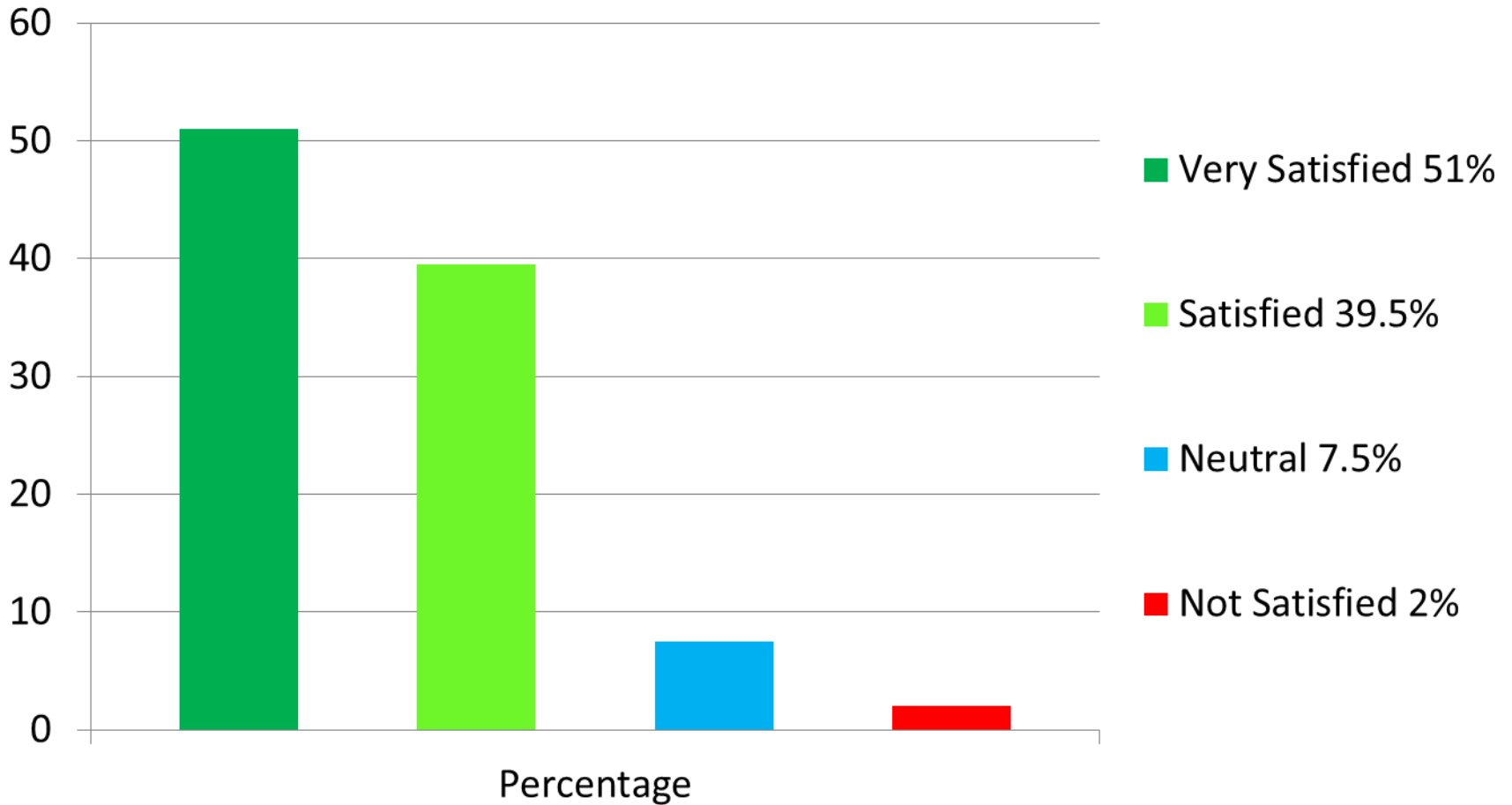
Hearing Aid Fit/Comfort



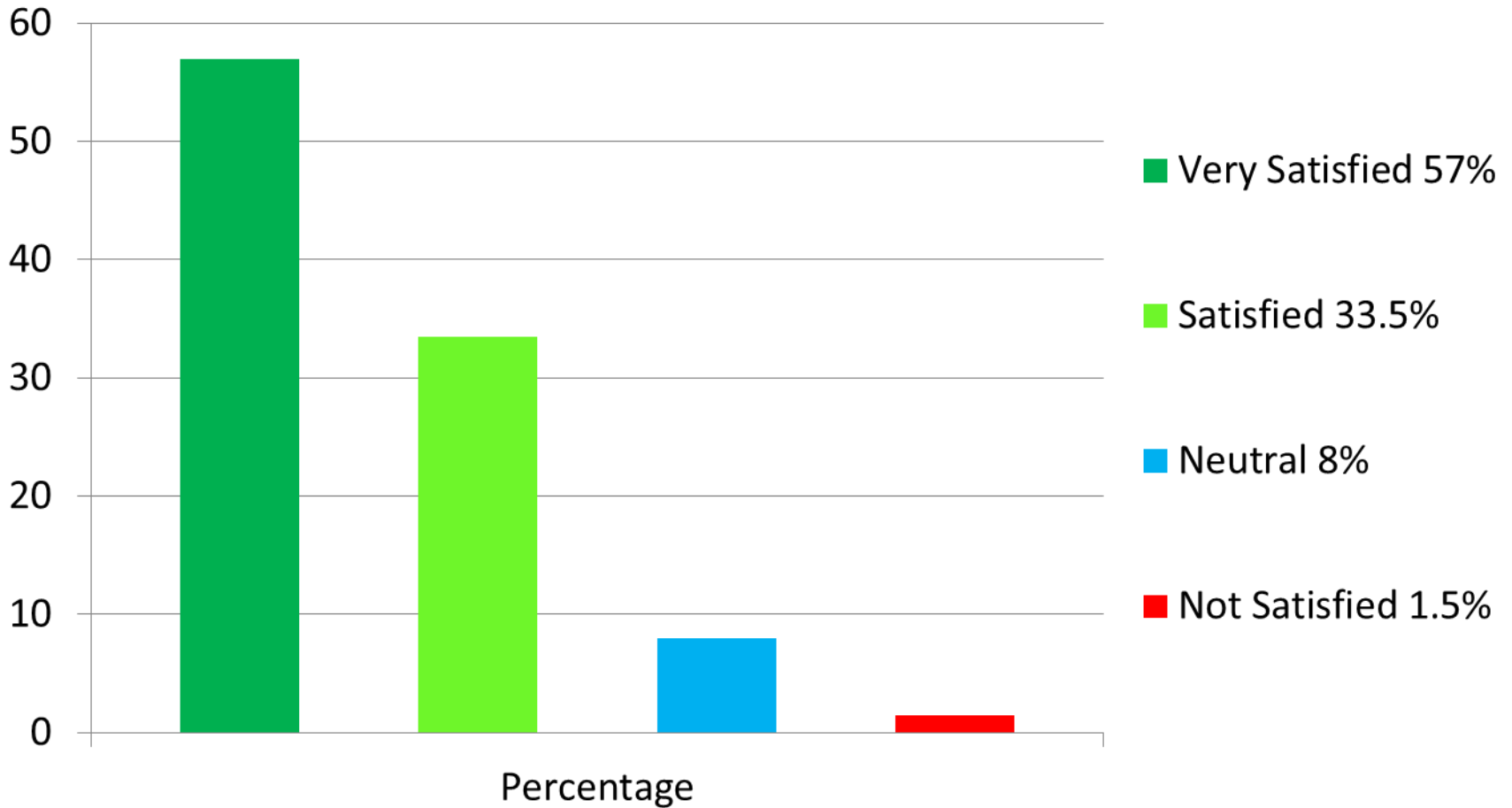
Hearing Aid Cosmetics



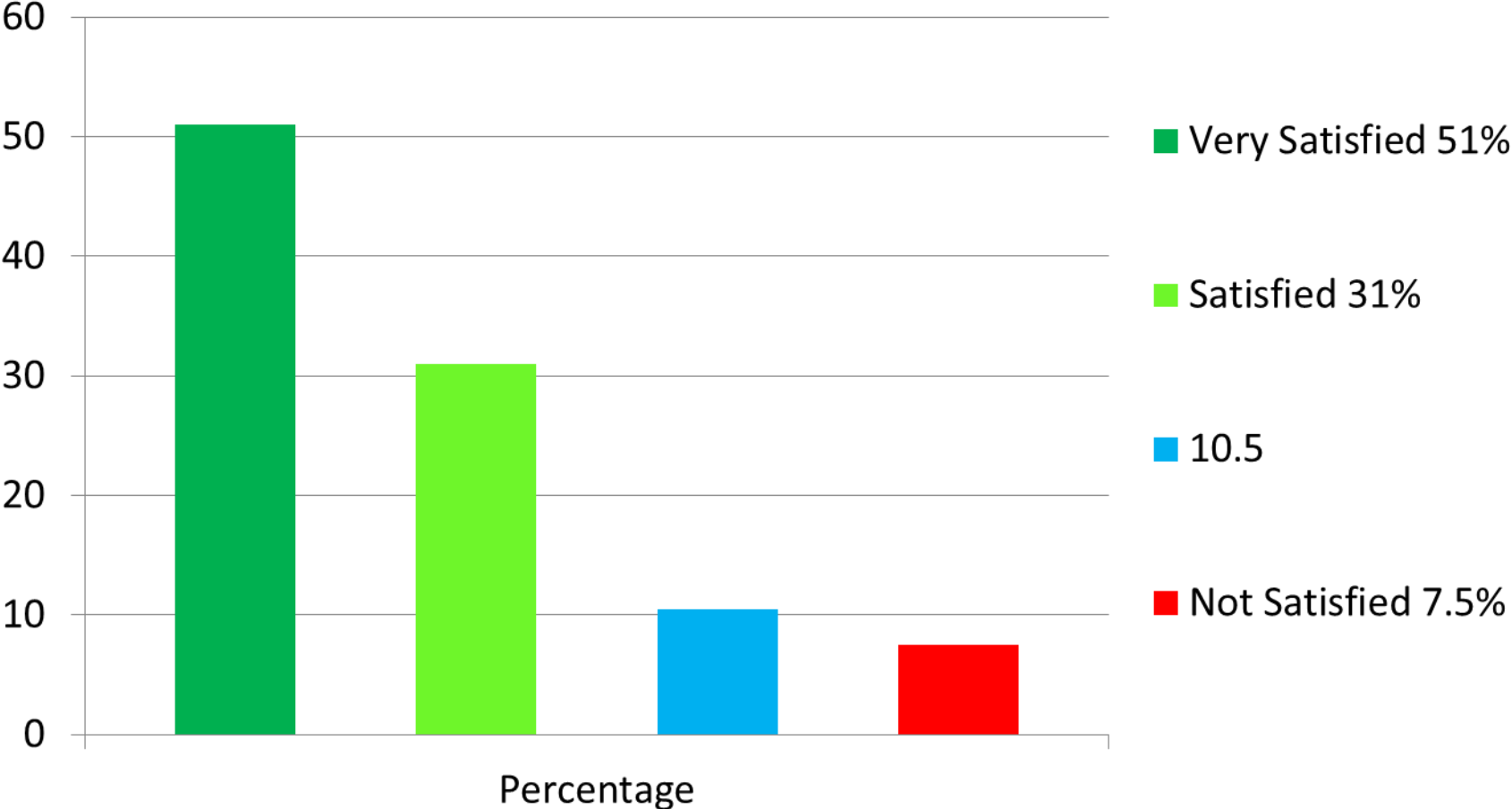
Hearing Aid Quality of Sound



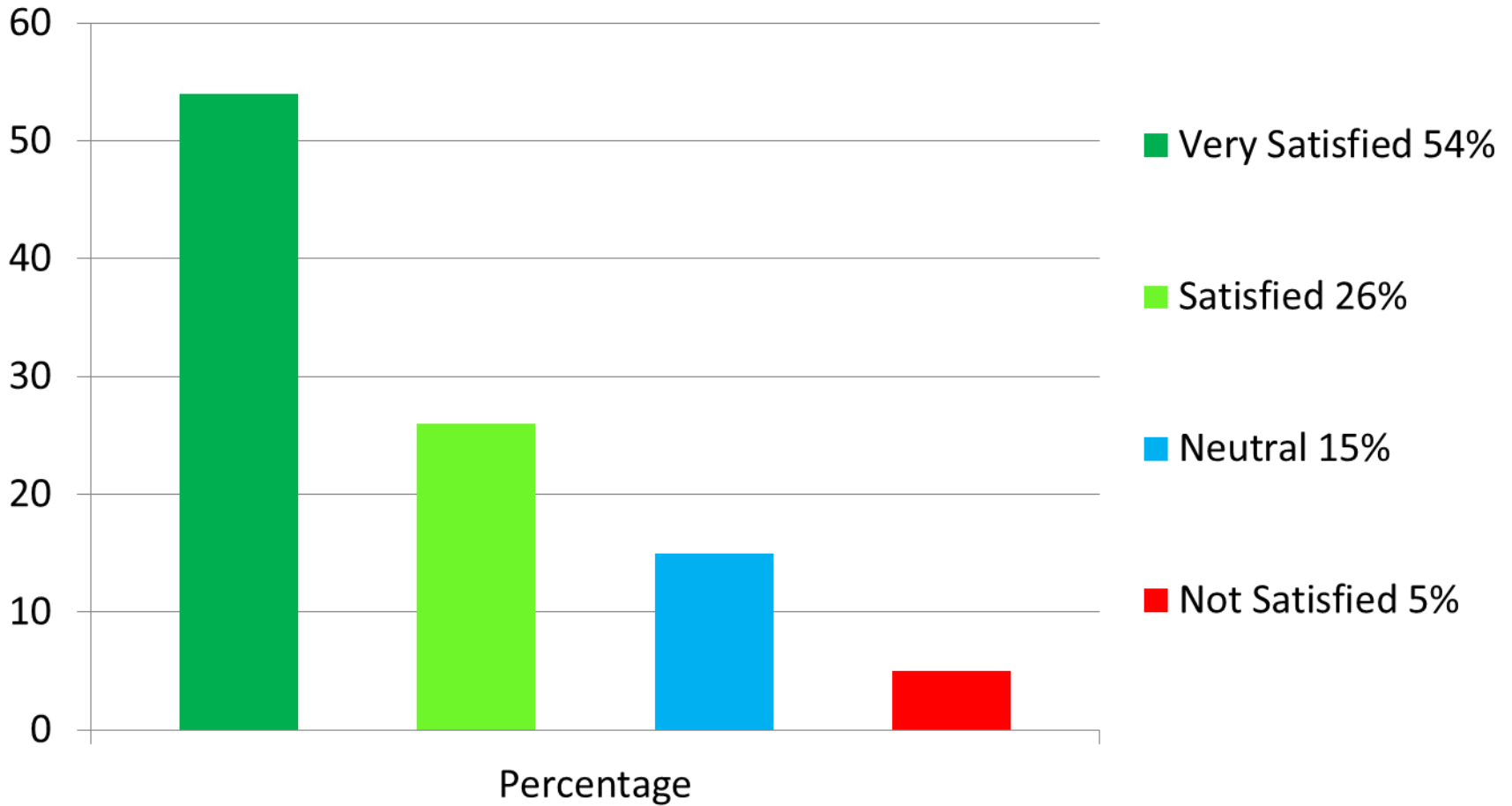
Hearing Aid Ease of Use



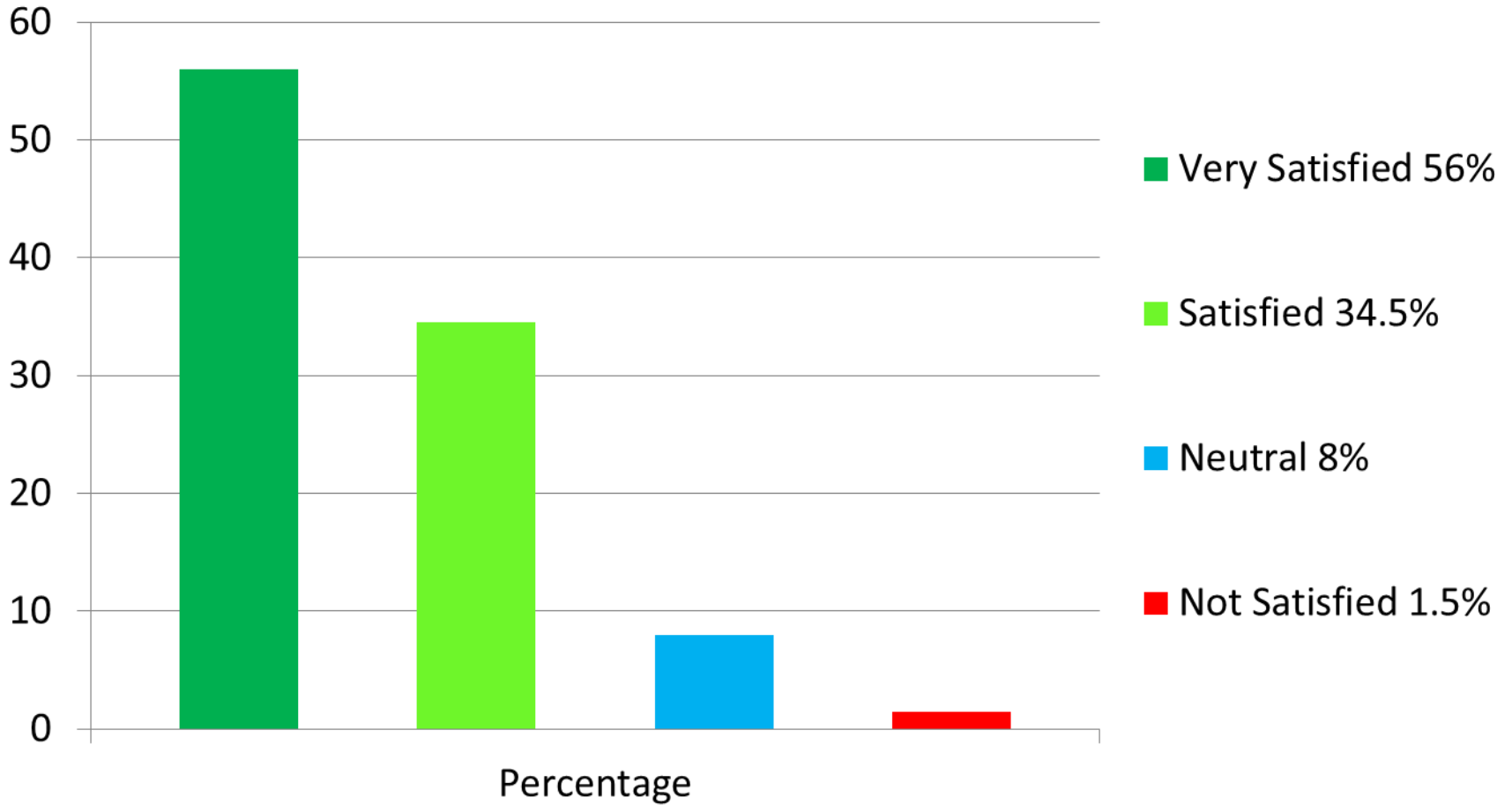
Telephone Accessory Performance



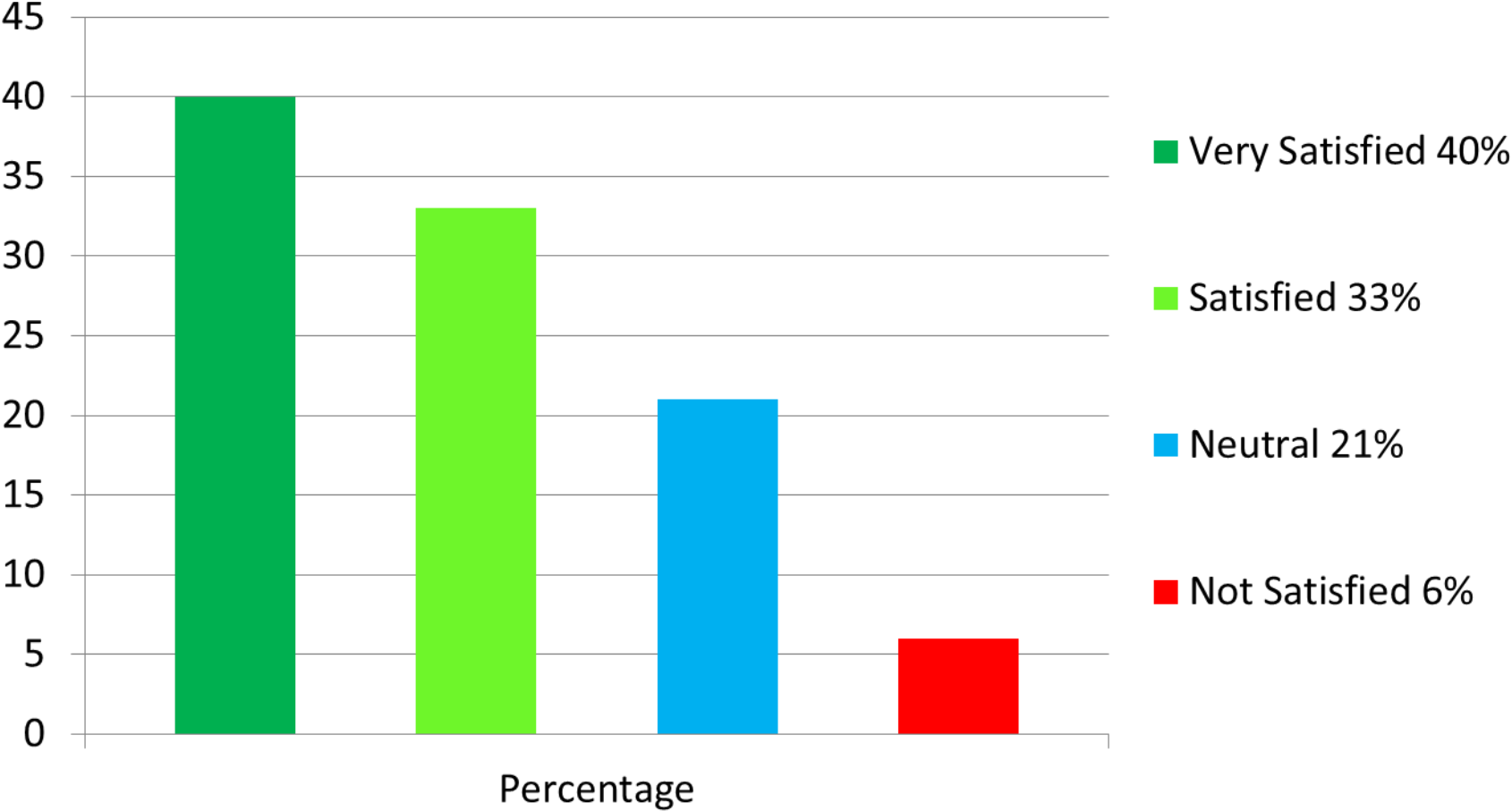
TV Accessory Performance



Hearing Aid Benefit in Quiet



Hearing Aid Benefit in Noise



Survey Summary

- The vast majority of our patients (over 90%) are satisfied with our office, our staff and our products.
- More than 90% of our patients report being satisfied with their hearing aids
- Less than 6% of our patients report being not satisfied and then mainly with the performance of the aids, especially in noise.