



Dr. Tony Milliano  
Audiologist

# SOUNDNEWS

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www.wkyhearing.com

## DECEMBER 8-10 Patient Appreciation Days

We want you to participate in all upcoming holiday festivities and enjoy them to the fullest! Therefore, we've put together an exclusive set of offers for our patients. Receive your complimentary hearing screening and...

**\$500 TRADE-UP CREDIT**

toward a new AGX9 two-device hearing system

Offer expires Dec. 11, 2009

**FRESH  
Pumpkin pie**

for you to take home  
after your appointment



**FREE NOISE CANCELLING HEADSET**

with the purchase of an AGX9 two-device hearing system. Up to a \$299.99 value!

Offer expires Dec. 11, 2009

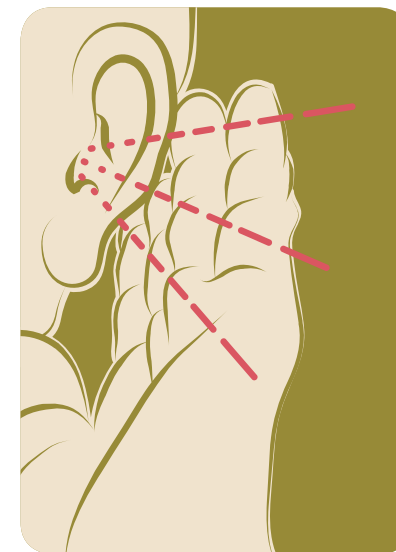
**3** Years free batteries  
Year warranty  
Years loss and  
damage **INSURANCE**

on AGX 5, 7 & 9 two-device hearing systems.

75-day trial and 100% service satisfaction guarantee on new technology purchased.

150 Brett Chase, Suite B  
Paducah, KY 42003  
**270.554.6000**

1121 State Route 121 Bypass North  
Murray, KY 42071  
**270.759.7000**



Your ears, like your  
teeth, benefit from  
periodic check-ups.



## Murray residents, Audiology & Hearing Center is coming to you!

In an effort to better serve you, our Murray residents, Audiology & Hearing Center is happy to announce the opening of our new office in Murray. Located at 1711 State Route 121 Bypass North, the new office opens Thursday, Nov. 5 and will operate regular business hours each Thursday, by appointment. Our Paducah office also remains open to serve you.

We'll mark our grand opening with an Educational Hearing Seminar on Tuesday, Nov. 17. The seminar, which will touch on hearing loss symptoms and solutions and include a complimentary lunch, will be held at

Murray State University's Curris Center from 11am-1pm. Please RSVP at 270.759.7000.

We encourage you to attend and to inform your friends in the Murray area who may be in need of our assistance to give us a chance. Thank you for your continued patronage, and we look forward to seeing you soon.

**CHECK OUT**  
our new location  
in Murray then  
have lunch at our  
complimentary  
Educational  
Seminar!

### Milliano elected to second term as Kentucky Academy of Audiology president

Congratulations to Audiology & Hearing Center's Director of Audiology, Tony Milliano, Au.D., for his election to a second term as president of the Kentucky Academy of Audiology.

An Academy member for over 17 years, Dr. Milliano has been an active voice in Kentucky's premier organization dedicated to the advancement of audiology. Through his presidency and his tireless efforts to improve audiology, Dr. Milliano will continue to push for the high standards he adheres to in his own practice to be the measurement that all Academy members gauge their performance.



1711 State Route 121 Bypass North • Murray, KY

# Communication Tips For Your Hospital Stay

Hearing loss is tough enough when you're in a normal routine. It becomes even tougher when you're in a new environment like a hospital. It is important to contact the hospital as far in advance as possible to discuss services you may need and request hearing devices. Communicating your needs, limitations and the services you require will ensure both you and the hospital are prepared.

## Quick Tips



**Notify hospital personnel** about your hearing loss.



**Request** that the hospital post a sign above your bed displaying the international symbol for people with hearing loss (shown to the left). They may not offer this due to patient privacy issues. Assure them that the benefits outweigh any privacy concerns.

**Register** your hearing instruments upon admittance to the hospital. After doing so, the hospital will be responsible if lost.

**Notify** the nurses that you may not be able to clearly hear the intercom. If possible, look into being placed by the nurses' station so they can speak to you in person instead of using the intercom.

**Bring** a pad and pencil or pen with you to help communicate your needs.

**See** if clear surgical masks are available to make lip reading easier.

**Ask** what medications will be used and if they list hearing loss as a possible side effect. If so, can these medications be avoided?

**Inquire** if assistive listening devices and/or captioning is available for television viewing.

**Bring** a small container labeled with your name to store your devices during surgery.

## Questions to ask your doctor and hospital prior to your stay

# 1

Can you keep your hearing instruments or cochlear implant processors on during surgery or until you fall asleep? If not, can they be placed in your ears immediately after surgery or as you leave the operating room?

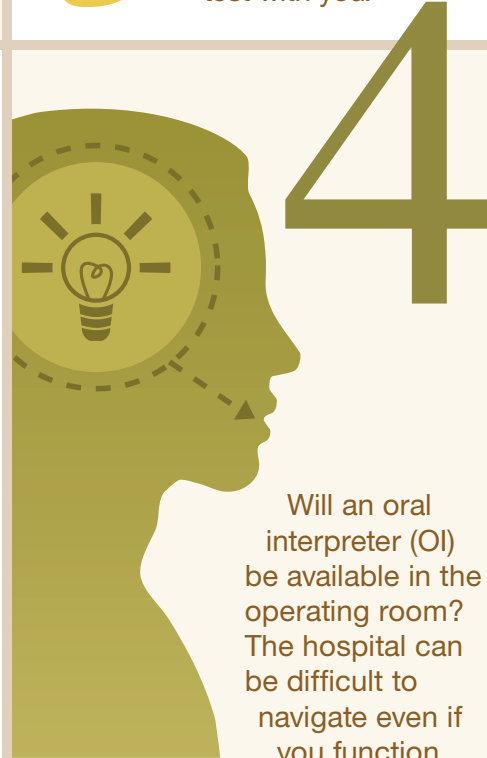
# 3

Is your doctor aware that your hearing healthcare professional should be contacted if there is any perceived change in your hearing?

Anesthesia can increase hearing loss. Bring a copy of your most recent hearing test with you.



Does the telephone have a visual alert? Is it hearing instrument compatible and/or is CapTel (captioned telephone) available? Does the hospital allow cell phones or other personal communications devices? Do they offer an alternative telephone, such as a TTY (Text Telephone), CapTel or videophone?



Will an oral interpreter (OI) be available in the operating room? The hospital can be difficult to navigate even if you function well in everyday situations. An OI can play a vital role in your communication access.

*This article was written modifying the original article by Janice L. Schacter (March 2009).*

## Enhance your connections by using the Internet

The Internet has become the accepted way for people of all ages to communicate. It's a great way to have fun with their friends, meet new people, talk, learn, research, shop and play. It's fast, reliable and cost-effective. For the hearing impaired, the Internet provides a wonderful way to stay connected and communicate effectively without the frustration that comes with friends and loved ones having to repeat themselves.

The Internet has many accepted avenues to communicate efficiently. Tools such as instant messaging, social networking and video conferencing are being used by friends and families worldwide to stay connected to each other. Find out how easy it is to connect with your loved ones through the Internet.

### Communicate with loved ones in more ways than ever with Internet resources like these:

- Instant messaging through mobile smart phones, which are handheld devices that allow real-time communication.
- Instant messaging on the computer.
- E-mailing photos.
- Blogging.
- Social networking websites such as Facebook.
- Chat rooms.
- Discussion forums.
- Captioned telephone and video relay services to enhance conversations in real-time.
- Video conference tools such as Skype (see right).
- Website buttons, such as text relay, to help you communicate with businesses (see right).



## Two powerful tools to help you communicate free of charge



**Skype**, a software application which allows users to make phone calls over the Internet, is a useful tool to communicate more cost-effectively and easily through multiple channels, be it voice, text or video. For calls made to land lines and cellphones, there are pay-as-you-go rates or unlimited plans. Calls to other Skype users and toll-free numbers are free (some restrictions may apply to international calls). Additional features have expanded to include instant messaging, file transfer, video conferencing (a web cam is needed), voicemail and call forwarding. The software download is free. Go to [www.skype.com](http://www.skype.com) for more information.



**Relay** is a free, government-regulated service people with hearing loss or speech disabilities can use to easily place phone calls to businesses. Look for the relay symbol (left) while browsing or researching business websites. Once you click on the "call now" icon, you type in your message and the call is sent to a phone system like any normal call. A relay operator will act as the liaison between you and the third party. Find out more information at [www.purpletextrelay.us](http://www.purpletextrelay.us).