



**THE TOP 10 THINGS YOU MUST
KNOW BEFORE CHOOSING YOUR
HEARING HEALTH CARE PROFESSIONAL**

Opening Letter from Dr. Layne Garrett

Dear Friend,

At Timpanogos Hearing & Balance, our team goes above and beyond to provide you with top-notch hearing care that allows you to enjoy the sounds of the world around you. For every patient, uncompromised quality is our primary goal. As an American Fork & Spanish Fork audiologist, helping people restore music and conversation to their lives is my passion. Over 6,000 patients have trusted us with their hearing health, and we look forward to providing you with the same excellence.

With our advanced in-office technologies, we are proud to offer you comfort and convenience with our hearing aids, hearing assessments, and tinnitus treatment options. If you or a loved one has suffered from a sense of isolation due to hearing loss, tinnitus, or cognitive decline, our compassionate team is here to help you find the right solution to reconnect you with your loved ones and the world around you.

Ultimately, you should do your research when choosing your audiologist. To help you make your decision, I wrote this report, "**The Top 10 Things to Know Before Choosing Your Hearing Health Care Professional.**" In this report, you will find the ten most critical things to know and what to ask your potential new provider before you commit to a hearing care plan. If you have any questions as you read this report, don't hesitate to call our hearing center and ask! We are here to support you.

To Your Hearing Clarity,



Dr. Layne Garrett

P.S. If you are looking for a solution to your hearing loss, call (385) 332-8805 to reach our American Fork office or our Spanish Fork office and schedule your Complimentary New Patient Consultation to find out how Timpanogos Hearing & Balance can help you.



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1. Do They Have

Extensive Experience?

When selecting your new audiologist, their experience should be at the top of your list. Extensive experience means that the doctor has already seen a wide variety of hearing loss cases, making it more likely that they have already treated a case similar to yours. That foresight means that they can predict any complications or risks during treatment and that your treatment recommendation is the best one for your situation.

Our experts have transformed over 6,000 lives in Utah County since 2003! Our audiologist, Dr. Layne Garrett, is highly trained in hearing loss care and tinnitus treatment and brings years of experience to our patients every day. Dr. Garrett's background, experience, and knowledge provide the understanding necessary to help your or your loved one's hearing impairment. Our team offers comprehensive, personalized treatment plans and identifies each patients' unique hearing profile — this personalization ensures that each treatment is comfortable and successful.





2. Do They Understand

Hearing Loss Impacts Brain Function?

Helping someone restore their hearing clarity isn't just about amplifying sounds with hearing aids. There is a neurological component to hearing loss, and quality hearing care takes that into account. Losing your hearing impacts brain function and can cause dementia and cognitive decline. Your new audiologist should take these factors into account when building your treatment plan.

Timpanogos Hearing & Balance

focuses on the whole picture of your hearing health. We use advanced technology to diagnose your condition, such as custom earmolds and real-ear measurements. We understand that treatment should include more than just hearing aids and take great care to examine your hearing loss and brain function thoroughly. When you schedule a consultation with us, we will focus on precisely what other devices or tests you may need to restore your hearing clarity.

3. Are They

Award-Winning?

A good hearing care provider is appreciated by their patients! A record of winning awards is an excellent sign that you're making the right choice for your hearing needs. When you talk to your potential new provider, see if they have won any awards in your community (or beyond).

Timpanogos Hearing & Balance strives for top-notch customer service and the best possible care. We are proud to have received multiple awards for our practice, including the Best of State in Auditory Services for 10 of the last 11 years and the Best Hearing Clinic in American Fork in 2021!



4. Are They

Board-Certified?

A hearing healthcare provider who has been board-certified by the American Board of Audiology has met the highest standards of skill and knowledge. Becoming board-certified signifies the professional's pursuit of continued proficiency and excellence in hearing healthcare. In your quest for a hearing healthcare provider, finding one who is board-certified means that you will be receiving the best care available.

As a board-certified audiologist, Dr. Garrett is committed to pursuing

continued proficiency and excellence in hearing healthcare. Being board-certified means his knowledge and skill have been evaluated through exams and time-limited certificates. He is required to take recertification exams throughout his career and promote and encourage certification expertise throughout the world. When you choose Timpanogos Hearing & Balance, you're getting the highest quality care available from a top-rated audiologist who has what it takes to service all your hearing care needs.





5. Do They Provide

A Free Consultation?

Most audiologists offer free consultations for new patients to provide expert advice about their treatment needs and options. This helps to prepare them before they invest in their hearing care. On your first appointment, make sure that your questions are thoroughly answered and that you have all of your concerns addressed regarding treatment options. You're taking a big step when you start your journey to hearing health — your potential provider should make you feel welcome!

At Timpanogos Hearing & Balance, we offer a complimentary new patient consultation to address your unique hearing needs. After learning more about you, we can recommend a customized hearing treatment plan that improves your hearing volume, clarity, and cognition.

During your New Patient Consultation, we will:

- Discuss Your Goals
- Perform a Comprehensive Hearing Evaluation
- Develop a Custom Treatment Plan
- Discuss Flexible Financing

Contact us to get started on restoring your healthy hearing today!



6. Do They

Have A Guarantee?

A commitment to improving your hearing health is a big decision, both in time and finances. It is essential to know that your provider will stand behind their treatment recommendations and the devices they fit you with. Check to see if your potential new provider offers a trial period for devices to make sure that you are completely satisfied. If they don't provide any sort of trial or guarantee, it may be a sign that you will not be well taken care of throughout your hearing restoration journey.

At Timpanogos Hearing & Balance, we guarantee that you will be able to hear better after treatment. That's why we offer a 1-week trial and a 60-day risk-free, money-back guarantee on all devices. We will always try our best to resolve anything you are not satisfied with. You can contact our offices at any time with questions or to schedule a follow-up appointment.



7. Are They Providing Honest Care?

Your new hearing care provider must be honest with you every step of the way. When discussing your unique case and treatment, make sure that you feel comfortable with what they're telling you about your options. You should always feel that you are fully informed and that your doctor is truthful with you when building your treatment plan.

At Timpanogos Hearing & Balance, we listen to our patients and make sure they are part of the process and understand what is needed to improve their hearing. Our practice provides honest care and operates with integrity to ensure you are fully informed before starting your treatment. Let our caring doctors restore your hearing with honesty!



8. Do They Care

For Your Community?

We are so grateful to our patients for your generous support and patronage of Timpanogos Hearing & Balance. Because you continue to choose us as your audiologists of choice, you provide us with the opportunity to give back to our community and beyond with the gift we know best — the joy of hearing. Members of our experienced team volunteer their time and resources to various organizations. Some of these include:

- Dr. Garrett participates in America Helps, an American association of health care professionals who visit Ghana, Africa, to participate in humanitarian service and donate hearing aids. America Helps also assists people in our own community afford hearing health care.
- Providing free hearing aids for those who can't afford them but need them to gain employment, go to school, or help with communication in strained family relationships.
- Working with the Sounds of Life Foundation to provide hearing aids for local individuals in need.
- 8% of our profits to support the International Children's Fund, the local Boy Scouts, tennis team, track team, and the band at the local high school.
- During Christmas, supporting a sub-for-Santa program that benefits needy families in the community.
- Our employee education program, which provides a tuition benefit for employees to go back to school.



9. Will They

Respect Your Time?

When you go to a hearing appointment, you don't want to sit around waiting to be seen, especially if you were respectful enough to be on time. It is challenging for many busy patients to find time to make and keep an appointment, and you should never have to wait. If you value your time, ask your potential new provider about their wait times, and search online to find out what the office's waiting room reputation is.

At Timpanogos Hearing & Balance, our goal is to make you comfortable, and while we hope you enjoy your time at our office, we don't want to keep you waiting! We know that your time is valuable, and our team respects that and works hard to keep our appointment schedule running smoothly. When you come to see us, you can trust that your appointment will begin on time and that you will have ample time to speak with our doctor to have all of your concerns addressed and all of your questions answered. If you have to wait longer

than 15 minutes for your appointment to start, we'll give you a gift card for Chik-fil-A!



10. Do They Offer

Family Discounts?

Hearing loss can be hereditary, so there are times when multiple people from the same family will need hearing health care. Some audiologists offer family discount programs to help families who have multiple members in need of treatment. If you have more than one member in your family who plans to be evaluated or treated, ask whether your

potential new provider offers discounts so you can plan for the future and save money.

Timpanogos Hearing & Balance offers a 25% discount for immediate family members to help make hearing care more affordable. With this, you and your family can focus on what matters – getting your hearing back. Please give our friendly team a call to discuss scheduling your consultation!

11. Do They Provide

Flexible Payment Options?

I realize this report is supposed to be the “Top 10 Things You Must Know Before Choosing Your Audiologist,” but I couldn’t leave out some payment tips to look for when choosing a professional. Once you are comfortable and have chosen the right audiologist for you, your parent, your spouse, or another family member, the next question typically is, “How much is this going to cost, and how am I going to pay for it?”

Restoring your hearing clarity is our goal, and at Timpanogos Hearing & Balance, we believe that everyone deserves clear hearing regardless of financial status. We work closely with you to understand your hearing needs as well as your financial needs. We proudly offer flexible payments through the TreatmentFi® subscription program, which gives you access to comprehensive hearing care for low monthly payments. Patients can expect to pay \$95 to \$155 per month for this

comprehensive treatment plan. This program eliminates upfront costs and interests and provides subscribers with the following benefits:

- Lifetime hearing loss coverage with fixed monthly treatment plan costs.
- Discounted technology accessories including rechargeable batteries, a smartphone adapter, and a TV adapter.
- A pair of adaptive hearing aids to address the cognitive aspect of hearing loss.
- Lifetime warranty (including a one-time loss).
- Automatic technology upgrades every 48 months or less.
- All office visits included with no copay.
- Hearing technology supplies included: batteries, cleaning accessories, etc.

Ask for more details at your initial consultation!



Closing letter from Dr. Layne Garrett

Dear Friend,

I hope that this report has helped you learn more about audiology and shown you how Timpanogos Hearing & Balance can help you, your spouse, your parent, or another loved one. To accomplish our team's mission of restoring hearing clarity, treating tinnitus patients, and improving quality of life, I would be honored to meet and learn more about how our team can help boost your or your family member's hearing.

We are here to answer your questions, address your concerns, and have you experience audiology at its very best!

We will share our expert medical recommendations based on our years of experience, advanced diagnostics, and thorough analysis. Our pride is in restoring hearing clarity and transforming lives. Of course, there may be other things you should know before choosing your audiologist. In fact, I'm sure I could have easily doubled the length of this report!

To Your Hearing Clarity,

A handwritten signature in black ink that reads "Dr. Layne Garrett". The signature is written in a cursive, flowing style.

Dr. Layne Garrett

P.S. When you are ready, call (385) 332-8805 to reach our American Fork office or our Spanish Fork office to schedule your Complimentary New Patient Consultation to determine if you can benefit from hearing aids or other treatments. At that time, we will review your treatment options and answer any questions you may have about audiology or our office in general.



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