



Jane's tips for phone calls

Here are 5 tips you can try if hearing people on the phone is difficult for you.

1. Connecting the phone to your hearing aid or cochlear implant using Bluetooth
2. Using a speakerphone to listen with both ears
3. Holding the phone to your hearing aid or cochlear implant microphone (usually behind your ear)
4. Using video calls, such as Skype, so we can see the talker's face when we are speaking to them
5. Using text messages or email instead of talking on the phone.

Can:Do
Hearing

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Supporting adults
and all aspects of
hearing care

That sounds better

Can:Do Hearing

About Can:Do Hearing

Hear's the difference

Our clinicians are experienced audiologists with a Master's Degree in Audiology, and hold professional membership of Audiology Australia – so they've heard it all and are experienced at helping people hear better.

Can:Do Hearing Audiologists can answer any questions that you may have about your hearing or hearing aids. Just ask. Our audiologists do not receive commissions, so you can trust our recommendation – even if it's for a second opinion.

Can:Do hearing is independent, meaning you will receive unbiased advice. We have contracts with all the hearing aid manufacturers and will work with you to select the most appropriate device for your hearing loss and lifestyle.

Can:Do Hearing has been providing hearing solutions to the South Australian community for over a decade and our profits go directly to supporting the vital work of our charity Can:Do 4Kids.

- **Local**
- **Independent**
- **Highly qualified**
- **Client focused**
- **Not-for-profit**

The Fine Print...

How is your appointment paid?

If you are on a pension or are a veteran, all hearing tests, base level hearing aids and annual check-ups are completely subsidised by the government through the Hearing Service Program. We will establish this for you once you have completed the booking form to provide relevant information for us to conduct an eligibility check.

A Can:Do Hearing appointment gives you time to have your hearing checked, to meet our audiologist and discuss your needs/what we can do for you. We find many people enjoy a conversation about their hearing, even if currently with another provider. It's good to "check in".

What are our general costs for basic appointments?

- Initial Assessment \$150
- Annual Assessment \$115
- Batteries \$8.80 per card of 6
- (or completely subsidised if eligible through HSP)

What if I have a Power of Attorney?

We can call and confirm appointments with POA's at your request.



Senior Audiologist Jane Campbell

Jane has been an audiologist at Can:Do Hearing since October 2020

But Jane loves to travel too. Aside from travelling far and wide, claiming her favourite spot as being Italy, she has worked as an Audiologist throughout remote South Australia in places such as Oak Valley, Yalata, Coober Pedy, Oodnadatta and Ceduna, as well as the ACT and Samoa! She enjoys working across the spectrum of hearing problems encountered by both children and adults and her time in Samoa was for humanitarian audiology work with hearing impaired people.

Prior to becoming an audiologist, Jane worked in the medical records department of a major public hospital. She had initially completed a health sciences degree, however felt Audiology suited her more after reading about the profession.

She says, "One situation where people with a hearing loss often have a lot of difficulty hearing is when communicating on the phone. Talking on the phone can be difficult because we cannot see the talker's face, meaning that we cannot read their lips and facial expressions to help us hear. The phone can also be difficult as we only use one ear to listen on the phone."

People hear better when they listen with both ears, known as binaural summation, where we perceive sounds to be louder when we hear them with both ears.

Talking on the phone is also difficult as sometimes the quality of the sound is not great.

When Jane starts travelling again, we'll be sure to use these tips if we need to call her. For now, we encourage you to consider when making your own phone calls.