

TELEHEALTH IS AVAILABLE AT WEST COAST HEARING AND BALANCE CENTER!

What is telehealth?

Telehealth (also known as Telemed) allows you to meet with your provider from the comfort and safety of your home through your smart phone or computer.

Is a telehealth appointment for me?

For people with mobility issues, immune disorders, or those with transportation limitations, telehealth may be for you. Telehealth may also benefit persons who desire a program adjustment while out of town. An initial in-office appointment will be necessary to set up telehealth capabilities with your hearing aids, but once activated, telehealth appointments will be available to you.

What do I need to schedule a telehealth appointment?

- An internet connection
- A computer, phone, or tablet that has a camera and a microphone
- A hearing aid with Bluetooth streaming capabilities
- Hearing aid smart phone application downloaded on your phone – information regarding telehealth for your specific hearing aid manufacturer will be provided to you at your hearing aid fitting or next hearing aid appointment.

When should I schedule a telehealth appointment?

If you would like to request programming or volume changes, it is possible that your provider could remedy these issues remotely. However, please be aware that some issues may still require an in-office appointment dependent on if the hearing aid needs repair or there is concern for your ear health.

How much does a telehealth appointment with an Audiologist cost?

An appointment with an audiologist costs \$80 per 30 minute session.

Prepayment of the \$80 fee is required at time of scheduling.

If an additional 30 minutes is needed, an additional \$80 charge will be incurred.

****Disclaimer:** ALL patients are subject to the telehealth fee, even those who are in the first year of hearing aid service. Only in-office visits are included in the first year from your hearing aid fitting date.

Do you offer any other telehealth support options?

We offer 15-minute appointments with our telehealth SUPPORT staff for FREE for anyone within their first year of hearing aid service. This pricing is subject to change depending on the demand for telehealth SUPPORT staff appointments.

Who are the telehealth support staff?

Our telehealth support staff include our Audiology Aides, Hearing Aid Dispensers, and Audiology Interns. Depending on complexity of the issue, a telehealth appointment with the Audiologist or an in-office visit may be recommended by the telehealth support staff.

How do I schedule my first telehealth appointment?

Call any one of our many offices and request a telehealth appointment. Please inform the front desk staff what your needs are for the appointment so the audiologist and support staff can better service you. The \$80 telehealth appointment fee will be charged at the time of scheduling. Please have your credit card number ready when calling to schedule.