



# SERVICE EVALUATION SURVEY

Hearing Instrument Specialist: \_\_\_\_\_ Date: \_\_\_\_\_

FILL IN INFORMATION BELOW THIS LINE ON BOTH SIDES

Name: \_\_\_\_\_

Our goal is to maximize your ability to hear so that you can more easily communicate with others. In order to reach this goal, it is important that we understand your communication needs, your personal preferences and your expectations. By having a better understanding of your needs, we can use our knowledge to recommend hearing instruments that are appropriate for your lifestyle and hearing loss. Working together, we'll help you find the best solution possible.

Please complete the following questions. Be as honest and precise as possible. Thank you.

1. Please list the TOP 3 situations where YOU would most like to hear better. Be specific:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. How important is it for YOU to hear better?

Not Very Important (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) Very Important

3. How motivated are YOU to wear hearing instruments?

Not Very Motivated (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) Very Motivated

4. How well do you think hearing instruments will improve your hearing?

Not Helpful at All (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) Greatly Improve My Hearing

5. What is YOUR most important consideration regarding hearing instruments?

Rank order the following factors with 1 as MOST important and 4 as the least important.

(1) (2) (3) (4) Hearing aid size and the ability of others not to see the hearing instruments

(1) (2) (3) (4) Improved ability to hear and understand speech

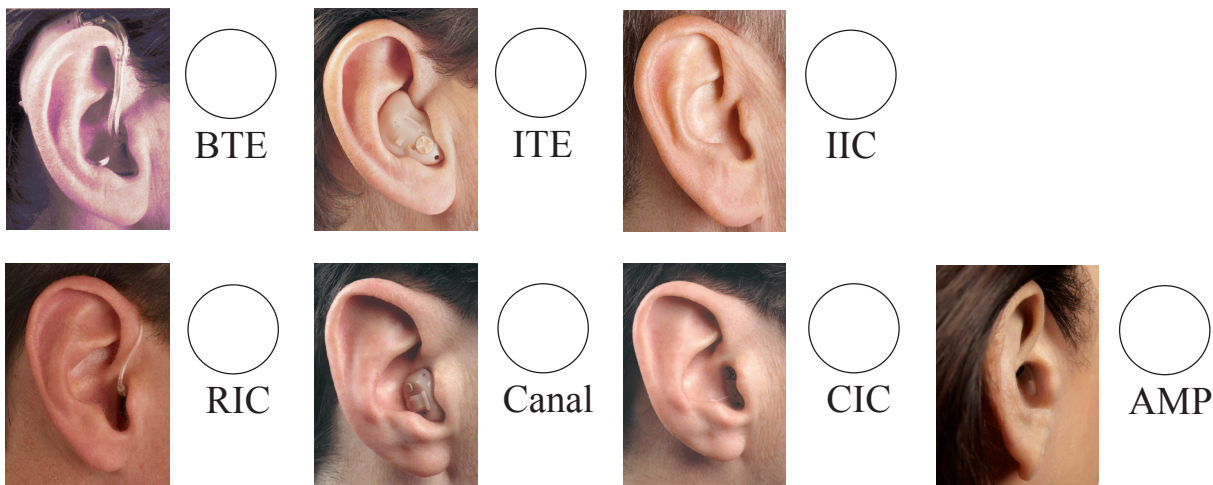
(1) (2) (3) (4) Improved ability to understand speech in noisy situations (ex: restaurants, parties)

(1) (2) (3) (4) Cost of hearing instruments

6. Do you prefer hearing instruments that: (check one)

- Are totally automatic so that you do not have to adjust them yourself?
- Allow you to adjust the volume and change the listening programs as you want.
- No preference.

7. Look at the pictures of the hearing instruments below. Please place an X in the circle next to the picture/pictures of the style you would **NOT** be willing to use. Your hearing instrument specialist will discuss with you the different choices that would be right for your hearing loss, given the degree of loss and physical shape of your ear.



8. How confident do you feel that you will be successful in using a hearing instrument?

Not Very Confident    ①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨   ⑩    Very Confident

9. There is a wide range in hearing aid pricing from \$1000 to \$10,000 for a set. The cost of hearing aids depends on a variety of factors including the sophistication of circuitry (meaning, higher-level technology is more expensive than the basic hearing aid) and the style/size (CIC aids are more expensive than a BTE). The price ranges listed below are for sets of hearing aids. Please understand that you are not locked in a price range. It is helpful for us to know your budget and needs so we can provide you with the best hearing aids for you. *We also have payment options available to assist with your purchase.*

- Basic/Manual Digital Hearing Aids - Cost is between \$1400 and \$1900 a set
- Basic + Plus Hearing Aids - Cost is between \$2500 and \$4200 a set
- Mid-Level Digital Hearing Aids - Cost is between \$4900 and \$5600 a set
- Premium Digital Hearing Aids - Cost is between \$5900 and \$8900 a set

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you so much for answering these questions.**

**Your responses will help us in providing you and others with the best hearing health care.**

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