

HAAA-LA
JANUARY 28, 2017

>> PAT: WE ARE GOING TO GET STARTED. GOOD MORNING, EVERYONE.

GOOD MORNING. WELCOME TO THE FIRST MEETING OF THE NEW YEAR AT OUR NEW HOME FOR HLA-LA. I'M SO GLAD YOU FOUND IT. FOUND US. WE KIND OF RAN INTO SOME SNAGS WE HADN'T EXPECTED WHEN IT COMES INTO GETTING INTO THE BUILDING AND DOWN THE HALLWAY AND ACROSS TO GRANDMA'S HOUSE. WE ARE WORKING ON FINDING AN EASIER ENTRANCE TO GET INTO --

>> WE ARE LOOPED? IS THE MEETING LOOPED?

>> PAT: YES. WE ARE LOOPED. IF YOU A T-COIL IN YOUR INSTRUMENT, SWITCH IT ON.

IF YOU EXPERIENCE ANY PROBLEMS WITH DEAD SPOT OR PLACE WITH A LOT OF INTERFERENCE OR SOMETHING. LET US KNOW AT SOME POINT TODAY. WE'VE BEEN HERE THREE TIMES, FOUR TIMES, LOOPED THE ROOM, TRIED EVERYTHING OUT AND MAKING SURE IT WORKED. BUT YOU KNOW, ALL GOOD THINGS PLANNED AND SOMETIMES IT DOESN'T GO THE WAY YOU THOUGHT IT WAS GOING TO GO. SO IF YOU EXPERIENCE A PROBLEM, LET US KNOW.

IS IT EASIER TO SEE ME ON THIS SIDE OR THAT SIDE OR DOES IT MATTER?

OKAY. AT THIS POINT I HAVE JUST A FEW THINGS TO SAY IN ORDER TO GET US STARTED TODAY BEFORE WE HAVE OUR PROGRAM.

WANT TO THANK JEFF GRAMA FOR BEING HERE FROM HEARING SERVICES OF HOLLYWOOD, TALKING TO US ABOUT THE LATEST TECHNOLOGY IN HEARING INSTRUMENTS.

IT CHANGES WEEKLY, I SWEAR. EVERY TIME I LOOK UP SOMETHING ON LINE, THERE IS A NEW DEVELOPMENT, A NEW ACCESSORY, A NEW PROGRAM THAT'S WORKING FOR PEOPLE, SO IT'S EVER-CHANGING. WE HAVEN'T HAD JEFF WITH US FOR A CUP WILL YEARS NOW. WAY OVERDUE TO HAVE HIM BACK. HE'S BEEN A GOOD FRIEND TO THE CHAPTER, DONATED FUNDS TO US IN THE PAST. SO WE THANK YOU AND ARE GLAD YOU ARE HERE.

COUPLE HOUSEKEEPING THINGS. AS I SAID, WHEN WE DECIDED TO MEET HERE, WE HAD COME IN THROUGH A SIDE DOOR THAT THE AMBULATORY, RIGHT TO AN ELEVATOR AND UP. THEN WHEN WE CAME TWO WEEKS AGO TO TEST THE LOOP AND EVERYTHING. WE COULDN'T GET ACCESS THAT WAY AND WERE TOLD WE COULDN'T GET IN THAT WAY ON SATURDAY MORNING. A COUPLE OF YOU MANAGED TO COME IN THAT WAY, BYPASSED THE STAIRWAYS. WE WILL TRY TO MAKE THAT MORE AVAILABLE EVEN IF IT'S JUST ONE OF US STANDING DOWN THERE AND LETTING YOU COME IN ON SIDE MORNING

WE ALL NEED EXERCISE, IT'S A GOOD THING, BUT SHEESH, ESPECIALLY WHEN YOU ARE LUGGING IN GROCERIES AND THINGS.

AS WE START OUR TIME HERE, THE STEERING COMMITTEE REALLY WANTS TO HAVE YOUR FEEDBACK ON BEING HERE, THE EQUIPMENT, THE ROOM, PARKING, EVERYTHING.

BEING THE FIRST TIME, WE ARE STILL GOING TO BE WORKING THROUGH ANY LITTLE SNAGS.

AS FAR AS THE PARKING. A MISCONCEPTION. WE THOUGHT WE WERE GOING TO BE ABLE TO BUY PACKAGES OF PASS TO VALIDATE YOUR PARKING FOR HALF PRICE, INSTEAD OF 6, 3S AND THE CHAPTER WOULD PAY THAT AMOUNT.

TURNED OUT TO NOT BE THE CASE. HAVE TO BUY 20 PASSES, VALIDATE A CARD. HAVE TO USE FOR TWO YEARS.

TIM BOUGHT 60 PASSES. THE CHAPTER WILL PICK UP THE ENTIRE COST FOR YOUR PARKING TODAY.

WE WILL PUT OUT THE KITTY JAR AND IF YOU WOULD LIKE TO HELP OFFSET THAT COST, GREAT. BUT YOU DON'T HAVE TO. BUT WE ARE JUST TRYING TO GET A FEEL FOR HOW MANY PEOPLE ARE USING THE FULL VALIDATION, HOW ARE PAYING A LITTLE BIT TOWARDS IT SO WE KNOW HOW TO BUDGET THE COST AS WE MOVE FORWARD.

>> HOW MUCH IS THE CHAPTER COST FOR PARKING?

>> PAT: \$6. WE THOUGHT WE HAD A RATE TO GET IT FOR FREE.

>> FOR JANE, SAY YOUR NAME.

>> TIM: FOR THE PARKING, HANG ON TO YOUR PARKING PASS. WE WILL GIVE YOU THE VALIDATED ONE. YOU ARE SUPPOSED TO GO TO THE PARKING GARAGE, PUT IN THE VALIDATED ONE WE GIVE YOU, THEN THE OTHER ONE AND YOU SHOULD GET SOMETHING BACK TO VALIDATE YOUR PARKING. WE ARE NOT EXCHANGING, HANG ON TO YOUR PARKING PASS. I WANTED TO CLARIFY THAT.

>> PAT: YOU WILL HAVE TO STOP AND PREPARE.

IF YOU WANT TO TAKE ADVANTAGE OF THE FULL \$6 PART THE CHAPTER PAYS FOR, FINE, WE TOTALLY UNDERSTAND, NO QUESTIONS ASKED. IF YOU WOULD LIKE TO OFFSET IT ALL OR IN PART, THAT'S FINE TOO. WE ARE GET A SENSE IN THE NEXT COUPLE MONTHS HOW MUCH IT'S COSTING AND HOW MANY PEOPLE ARE USING IT.

FOR THOSE COMING FROM THE WEST SIDE, THERE IS A STOP ON THE GOLD LINE THAT'S DOWN AT THE END OF THIS MAIN STREET, CALIFORNIA, I BELIEVE IT IS. DEL MAR -- FILLMORE AND RAYMOND. IT'S A COUPLE BLOCKS WALK. IT IS AN OPTION.

>> NANCY: THE COIL IS VERY STATIC. IT'S A PROBLEM, NOT YOUR HEARING AID OR COCHLEAR IMPLANT. YOU PROBABLY CAN'T HEAR IT.

>> WHO IS HAVING A PROBLEM.

>> PAT: APPRECIATE THAT.

YOUR ORIENTATION FOR YOUR IMPLANT CAN BE WHERE YOU SHIFT YOUR HEAD, BUT NOBODY WANTS TO SIT LIKE THIS. JUST SO YOU KNOW.

>> LISA. DOES THE OTHER MICROPHONE WORK BETTER?

>> PAT: YOU GET IT WORKING, TIM? I WILL TRY.

THERE IS A DIFFERENCE WHEN YOU'VE GOT PEOPLE SEATED ALL AROUND. WE'VE BEEN WALKING AROUND LOOKING FOR STAT AND I CAN DEAD SPOTS AND ALL THAT SORT OF THING. LET ME KNOW IF YOU SEE ANYTHING THAT IMPROVE ANYTHING? HEAR ANY IMPROVEMENT?

>> TO ME IT'S LOUDER.

>> PAT: WELCOME,, COME ON IN. WELCOME. WELCOME.

>> HOW MANY PEOPLE YOU EXPECTING?

>> PAT: LOOKS LIKE WE'VE GOT ABOUT 30, 35.

>> MOST PEOPLE ARE HERE. OKAY.

TIM PLAYING WITH THE ADJUSTMENTS, CONTROLS.

ONE OF THE THINGS THAT SOME OF YOU HAVE READ ON THE YAHOO GROUP IS SOME SAD NEWS THAT OUR MEMBERSHIP CHAIR, JUDY, WE JUST FOUND OUT YESTERDAY, HAD A MAJOR HEART ATTACK ON FRIDAY A WEEK AGO YESTERDAY. OUR FRIEND ALISON FREEMAN WHO ALSO WORKS WITH JUDY AT CSUN JUST HAPPENED TO FIND OUT. WE KNOW NO MORE DETAILS THAN THAT. LAST WE HEARD SHE WAS STILL IN ICU. BUT NOBODY IS ABLE TO GET IN CONTACT WITH HER OR HER HUSBAND OR ANYBODY THAT KNOWS HER AT THIS POINT.

KEEP GOOD THOUGHTS FOR A FRIEND. WE WILL LET YOU KNOW AS SOON AS WE HEAR ANYTHING, BUT I DON'T KNOW -- WHEN YOU ASK AN EMPLOYER, THEY DON'T GIVE YOU INFORMATION FOR CONTACTING AND STUFF. ESPECIALLY SOMETHING LIKE A UNIVERSITY.

WE WILL HOPEFULLY HAVE AN UPDATE FOR YOU SOON AND LET YOU KNOW.

COME NEXT MONTH, WE ARE GOING TO BE HAVING A MEETING FOCUSED ON SPRING AND REGROWTH AND ENERGIZING. AS YOU KNOW OUR ELECTIONS ARE COMING UP IN MARCH AND IT'S TIME TO START THINKING ABOUT WHAT'S NEXT AND HOW WE CAN KEEP THE BALL ROLLING AND WHO IS GOING TO BE PART OF OUR LEADERSHIP TEAM T. OUR SOUTHERN CALIFORNIA CHAPTER COORDINATOR TONI BARRIER WILL BE MEETING WITH THE STEERING COMMITTEE TODAY AND BACK TO OUR NEXT MEETING FEBRUARY 25, KIND OF HAVE A GROUP SESSION ON WHAT'S GOOD, WHAT NEEDS WORK, HOW WE CAN HAVE A REBOOT, A 2.0 AND SEE WHERE WE GO FROM THERE.

KEEP IN MIND HOW YOU CAN HELP AND PARTICIPATE AT A CHAPTER LEVEL AND WE WILL GIVE YOU MORE INFORMATION AS WE GO ALONG ANYTHING I FORGOT THIS MORNING, LIKE MY NOTES IN THE CAR.

>> DIANE: I WANTED TO ASK PEOPLE ABOUT FACEBOOK. YOU WANT ME TO WAIT UNTIL NEXT MONTH?

>> PAT: NO. GO AHEAD.

>> DIANE: SEE IF I CAN TURN AROUND. I AM DIANE, AND I HAVE BEEN UPDATING OUR CHAPTER'S FACEBOOK PAGE. AND I WANTED TO GET A QUICK SHOW OF HANDS, HOW MANY OF YOU KNOW WE HAVE A FACEBOOK PAGE AND HOW MANY OF YOU USE IT?

THERE IS BEEN A LITTLE DISCUSSION ABOUT THE WAY THE PAGE IS SET UP. RIGHT NOW IT DOESN'T ALLOW FOR A LOT OF COMMUNICATION AMONG PEOPLE. MOSTLY I HAVE JUST BEEN PUTTING ARTICLES UP THERE AND I GET

A LITTLE NOTICE THAT SAYS 25 PEOPLE SAW IT, 30 PEOPLE SAW IT. THE OTHER THING TRYING TO DECIDE, CAN YOU GIVE ANOTHER SHOW OF HANDS WOULD YOU BE INTERESTED IN HAVING THAT AS A WAY TO COMMUNICATE AMONG EACH OTHER, BE ABLE TO TALK TO EACH OTHER. LIKE IF I ASKED A QUESTION OR SOMETHING, OKAY.

THE OTHER THING IS -- PAT ALSO MENTIONED THAT THE CURRENT WEBSITE THAT IS BUILT, BUT THERE IS A WAY ON THE WEB SITE TO ALSO HAVE A -- LIKE A COMMUNICATION SECTION WHERE PEOPLE CAN TALK TO EACH OTHER, POSE QUESTIONS OR SOMETHING.

WOULD YOU BE MORE APT TO GO TO A WEBSITE TO TALK TO OTHER MEMBERS OR GO USE THE FACEBOOK PAGE.

WEBSITE?

FACEBOOK?

OKAY. THAT'S ALL I NEED. THANK YOU.

>> PAT: THANKS DIANE. THANK YOU, ESPECIALLY FOR BEING SO HELPFUL. WE KIND OF LOST OUR PRESENCE ON FACEBOOK FOR A WHILE WHILE WE WERE GOING THROUGH ALL THE CHANGES AND THAT, ET CETERA. HAVING THINGS POSTED ON FACEBOOK NOW.

>> WHAT'S THE NAME OF THE FACEBOOK PAGE?

>> PAT: HEARING LOSS ASSOCIATION --

>> DIANE: HEARING LOSS ASSOCIATION OF AMERICA, DASH, LOS ANGELES CHAPTER.

>> PAT: ONE OF THE THINGS THAT NATIONAL ASKED US TO DO IS TO BE CONSISTENT IN THE TITLE OF OUR FACEBOOK PAGE SO THAT WE ARE BRANDING AND, ALL THE CHAPTERS USE THE SAME FORMAT SO THAT YOU CAN LOOK FOR IT IN A CONSISTENT WAY AND FIND IT WHETHER YOU ARE IN CHICAGO OR IN LOS ANGELES.

AND WE HAVE ABOUT I THINK 360 -- 400 PEOPLE, WHO ARE FOLLOWING OUR FACEBOOK PAGE NOW.

THERE ARE WAYS FOR US TO BOOST THAT -- THERE ARE WAYS WE CAN DO AND THE STEERING COMMITTEE WILL BE TALKING ABOUT IT, JUST AS A POINT OF REFERENCE, IF WE DROP THAT AND START A GROUP PAGE WE HAVE TO FIND OUR FOLLOWERS ALL OVER AGAIN.

THIS IS SOMETHING THE STEERING COMMITTEE WILL TALK ABOUT AND KEEP YOU INFORMED AND WORK WITH DIANE ON IT.

WITHOUT FURTHER ADO BEFORE WE GET PAST TOO LATE IN THE DAY, I WILL TURN THE FLOOR OVER TO JEFF, AND AGAIN, WE THANK YOU FOR BEING HERE.

ONE QUICK NOTE BEFORE WE LEAVE, I SEE A LOT OF NEW FACES IN THE BACK, ALL OF YOU MAKE SURE YOU HAVE A NAME TAG SO WE CAN KNOW WHO YOU ARE, AND ALSO SIGN IN ON THE SIGN-UP SHEET IN THE BACK.

WE DON'T HAVE OUR MEMBERSHIP CHAIR RIGHT NOW, SO WE REALLY, REALLY NEED YOU TO LIST YOUR NAME AND EMAIL ADDRESS SO WE CAN MAKE SURE WE KEEP IN CONTACT WITH YOU.

HERE WE GO. JEFF.

JEFF GRAMA: THANK YOU FOR INVITING ME TO TALK. I HAVEN'T DONE IT A COUPLE YEARS HERE, BUT I DO IT WITH A LOT OF PEOPLE. I TALK TOO MUCH.

YOU WANTED ME TO TALK ABOUT WHAT'S HAPPENING IN THE HEARING AID WORLD. MY GOD, IT'S CHANGING SO RAPIDLY. THERE ARE LOTS OF THINGS THAT ARE GOING ON SIZE-WISE WITH HEARING AIDS.

THERE ARE A LOT OF THINGS FOR CONNECTIVITY --

>> EITHER WHERE YOU ARE STANDING OR THERE IS A WHOLE LOT OF STATIC.

JEFF GRAMA: BETTER LIKE THIS?

>> A SPOT THERE THAT'S BAD.

JEFF GRAMA: SO THERE IS A LOT OF STUFF GOING ON IN THE INDUSTRY, AGAIN, SIZE WISE. BIGGEST THINGS WE ARE SEEING IS THE DEVELOPMENT OF PRODUCT, THE INTELLIGENCE OF HEARING AIDS. EVERYBODY IN THIS ROOM PROBABLY IS USING A PRODUCT THAT HAS A QUAD CORE PROCESSOR. QUAD CORE IS THE SAME THING HAVE YOU IN YOUR CELL PHONES. SAME THING YOU HAVE IN YOUR COMPUTERS. IT'S THE SAME THING THAT ANYTHING THAT IS A MODERN TECHNOLOGY RUNS ON. SIMPLY MEANS IT'S GOT A CERTAIN TYPE OF PROCESSOR.

ONE OF THE MANUFACTURERS HAS COME OUT WITH A HYBRID 11 PROCESSOR. THIS MEANS YOU DON'T HAVE TO BE PUSHING BUTTONS A LOT TO CHANGE PROGRAMS BECAUSE THE HEARING AID WILL DO A LOT ON ITS OWN.

MANY OF YOU MAY HAVE PRODUCTS WHERE YOU HAVE MULTIPLE PROGRAMS, LIKE PHONAK, ONE FOR NORMAL LISTENING. YOU HAVE A PROGRAM FOR LISTENING IN NOISE, ONE FOR LISTENING TO MUSIC AND ALL THIS STUFF. THE NEWER PRODUCT I AM TALKING ABOUT IS MADE BY OTICON, AND THIS PRODUCT YOU DON'T HAVE TO DO ANYTHING TO IT. IT'S REALLY COOL. YOU CAN SET IT UP AND THE HEARING AID IS SO SMART, IF YOU HAVE A PERSON TALKING HERE, HERE, HERE, NOISE COMING THROUGH. KNOCKS THAT NOISE DOWN -- NOT GOING TO ELIMINATE IT, NOTHING WILL ELIMINATE IT, BUT PUTS A LOCK ON THE SPEECH AND WORKS INCREDIBLY WELL. THEY JUST HAD AN UPGRADE IN THEIR FIRM WARE TO MAKE IT BETTER.

THIS PARTICULAR PRODUCT IS CALLED THE OPEN AND DESIGNED TO WORK RIGHT NOW WITH THE iPhone, SO IF YOU HAVE AN iPhone YOU SIMPLY CAN USE YOUR iPhone. IT RINGS, YOU PUSH A BUTTON, NO STREAMING DEVICE IN BETWEEN. VINO PROBLEM WITH STREAMERS, BUT THE INDUSTRY WILL BE WORKING AWAY FROM STREAMING WITH AN AUXILIARY DEVICE. IT WILL BE BUILT INTO TO ALL THE PRODUCTS.

>> PAT: I WILL SWITCH MICS.

JEFF GRAMA: IS THIS PERIOD OF TIME? THE INDUSTRY IS GETTING AWAY FROM HAVING AN INTERMEDIARY DEVICE. AND IT'S A SLOW CHANGE BECAUSE MANUFACTURERS, AS YOU KNOW, PUT THEIR INVESTMENTS INTO CREATING PRODUCT AND THEY WANT TO GET THEIR RETURNS. IT'S LIKE ANY INDUSTRY IN THE WORLD. YOU PUT MONEY IN AND YOU WANT TO GET MONEY OUT.

SO THIS IS THE GENERAL TREND WE ARE SEEING RIGHT NOW. OTICON IS THE ONLY ONE THAT HAS THIS.

YOU SEE HOW SMALL THIS THING IS. THERE IS ONLY ONE PROBLEM WITH THIS AND THAT IS IT DOESN'T HAVE A T-COIL. YOU ALL NEED T-COILS. PROBLEM SOLVED NEXT MONTH, INTRODUCING THE SLIGHTLY LARGER VERSION SO YOU WILL HAVE A T-COIL IN IT. A NICE FEATURE FOR YOU. THEY JUST RECENTLY WAME OUT WITH A SUPER HIGH POWERED ONE AS WELL.

YOU WON'T BE HAVING TUBES GOING THAT MUCH INTO HEARING AIDS. SOME OF YOU ARE USING THOSE, AND I FIT YOU WITH THEM. AND HAVE YOU TO GO WITH WHAT WORKS BEST FOR PEOPLE. A LOT OF YOU KNOW THAT WHEN YOU COME INTO MY OFFICE ESPECIALLY PEOPLE THAT HAVE THE KIND OF PROBLEMS THAT HAVE YOU WITH HEARING, I WILL ORDER THREE OR FOUR DIFFERENT PRODUCTS AND WE WILL SIT DOWN FOR AN AFTERNOON AND PROGRAM ALL OF THEM AND WORK THROUGH AND MAKE THE BEST CHOICE, WHATEVER WORKS BEST FOR YOU.

SOMETIMES NOTHING WORKS THE BEST. I'M NOT GOD. THAT'S THE LIMIT OF TECHNOLOGY AND THE PROBLEMS YOU HAVE WITH YOUR HEARING. WE CAN JUST DO WHAT WE CAN DO. BUT AT THE SAME TIME, WE ARE ABLE TO -- NOW WE ARE GOING INTO WHAT ARE CALLED RECEIVERS IN THE EAR. THESE HAVE BEEN AROUND FOR A LONG TIME, BUT THE REAL HIGH-POWERED ONES WITH THE SMART HEARING AIDS ARE REALLY COMING INTO THEIR OWN. THIS WILL ELIMINATE TWO CHANGES FOR YOU. MOST OF THEM HAVE A REPLACEABLE WIRE FOR THE HIGH POWER UNITS, SOMEHOW IF YOU BREAK IT, WE CAN CHANGE THE WIRE OUT IN 10 OR 15 SECONDS AND YOU ARE OUT THE DOOR.

MANY OF THEM HAVE THE SPEAKER SYSTEMS MOLDED RIGHT INTO THE MOLDING. SO IF WE HAVE A SPEAKER FAILURE WE HAVE A PROBLEM. WE CAN'T CHANGE THOSE SPEAKERS OUT. IN THE PAST, THE ORIGINAL RECEIVER IN THE EAR TYPE PRODUCTS ADD A KIND OF MOUNTING SYSTEM IN THE MOLD SO YOU HAD TO PULL A LOCK OUT AND DO A BUNCH OF JUNK AND PUT INSULATORS IN. BUT YOU COULD CHANGE THEM OUT. THEY ARE NOT DOING THAT NOW, BECAUSE THEY MAINLY FOUND THEY CAN CONTROL FEEDBACK BETTER WITH THE RECEIVER SEALED IN THE EAR. TENDS TO WORK A LOT BETTER.

MANY OF THE MANUFACTURES ARE LOOKING AT REMOTE FITTING OF HEARING AIDS. SIEMENS IS NO LONGER A COMPANY. THEY ARE CALLED SIGNIA. THEY'VE BEEN AROUND A LONG, LONG TIME. THEY HAVE A SYSTEM NOW WHERE USING ANY SMARTPHONE WE ARE ABLE TO MAKE ADJUSTMENTS ON THE HEARING AIDS.

THESE ADJUSTMENTS ARE VERY CRUDE AT THIS POINT. BASICALLY IT'S JUST LIKE TEXTING. WE MAKE A CALL AND HOOK IT UP AND GIVE YOU A CODE AND WE CAN CONTROL YOUR HEARING AIDS THROUGH A SMARTPHONE. THE ADJUSTMENTS RIGHT NOW ARE RELATIVELY LIMITED. WE CAN CHANGE A LITTLE BIT OF VOLUME AND SOME OF THE FREQUENCIES. IT'S GOT A LONG WAY TO GO. IT'S ONLY BEEN OUT -- I WAS AT A SEMINAR IN DECEMBER. IT JUST CAME OUT. SO IT'S GOT A LONG WAY TO GO. BUT IT'S GOING TO BE A

VERY NICE FEATURE. IT WILL ALLOW US TO MAKE IT SO YOU DON'T HAVE TO COME DRIVING 30 MILES TO SEE US THAT. MAKE IT'S A LOT EASIER.

THE BIGGEST CHANGE THAT WE ARE SEEING IN INSTRUMENTS IS GENERALLY SIZE, AS I SAID, ALONG WITH CERTAINLY THE INTELLIGENCE OF THE PRODUCT.

SIZE IS NICE. A LOT OF PEOPLE COME IN AND THEY HAVE BIG POWER NEEDS AND HAVE EARS SLAPPED UP RIGHT AGAINST THE SIDE OF THEIR HEADS SO YOU CAN'T REALLY PUT A HEARING AID THERE WITHOUT DISCOMFORT.

HAVING A SMALL SIZE IS NICE. BATTERIES HAVE TO BE SMALLER IN A SMALLER HEARING AID. YOU DON'T GET THE KIND OF MILEAGE OUT OF A BATTERY YOU WOULD REALLY PREFER.

MANY OF THE SUPER POWER BEHIND THE EAR PRODUCTS HAVE BEEN USING IN THE PAST, THE 675 BATTERY WOULD GO AT LEAST -- NOW IT'S DAYS.

WE USED TO DO A LOST BATTERY BUSINESS. I TELL PEOPLE TO GO TO COSTCO AND BUY BATTERIES. WILL THEY ARE MADE BY RAY-O-VAC. YOU WILL SAVE A FORTUNE.

>> DIANE: DO HEARING AIDS NOW COME WITH RECHARGEABLE BATTERIES?

JEFF GRAMA: THEY'VE BEEN A THING WITH HEARING AIDS FOR A LONG TIME. I HAVE MIXED EMOTIONS ABOUT THESE. I DON'T REALLY SELL THEM FOR A COUPLE REASONS. #1, THE CHARGERS CAN GO BAD. THE BATTERIES UP TO VERY RECENT TIMES HAD PROBLEMS WITH DEVELOPING MEMORY. IF YOU USE THE HEARING AID FOR FOUR HOUR AND PUT IT DOWN IN THE RECHARGER AND YOU DO YOU THAT REPEATEDLY, THE HEARING AID BATTERY WOULD LEARN TO LAST ONLY FOUR HOURS. NOT A GOOD THING.

SMALLER BATTERY SIZES, #10 AND 312. YOU HAD A VERY LIMITED AMOUNT OF TIME THE PRODUCT WOULD LAST. YOU GET 11 OR 12 HOURS OUT OF A BATTERY. NOW THEY HAVE SOME THAT THEY SAY WILL GO 24 HOURS. SIGNIA SAY THEIRS WILL GO 24 HOURS. THE BATTERY IS SEALED IN THE HEARING AID. IT GOES BAD HAVE YOU TO SEND IT TO SIGNIA.

THE OLDER ONES YOU COULD CHANGE ON YOUR OWN, 70 -- \$60 FOR A BATTERY.

THEY HAVE THEIR PLACE. BUT I'M STILL NOT THAT JAZZED ON THEM AT THIS POINT.

ONE THING YOU SHOULD ALL KNOW ABOUT BATTERIES AND, THAT IS WRITTEN ABOUT THE MIDDLE OF LAST YEAR, ALL MERCURY CONTENT IN BATTERIES WERE MANDATED TO BE TAKEN OUT. THEY CAN NO LONGER HAVE BATTERIES THAT HAVE MERCURY. MERCURY ACTED AS KIND OF A WAY TO SPEED UP THE CATALYTIC REACTION IN THE BATTERIES. WHEN YOU TAKE THE TAG OFF THE BATTERY, USED TO BE YOU COULD REALLY PUT IT RIGHT INTO THE HEARING AIDS. CAN'T DO THAT ANYBODY. DEPENDING ON SIZE. #10 OR A #3 12, YOU SHOULD WAIT AT LEAST 30 SECONDS BEFORE PUTTING IN YOUR HEARING AID. THE AIR THAT GOES INTO THE BATTERIES. THEY ALL HAVE HOLES DRILLED IN THE FACE, ON THE POSITIVE SIDE. THAT LETS AIR GO IN AND AIR ACTS AS A CATALYST TO CREATE ELECTRICITY. WITHOUT THE

MERCURY IN THERE, TAKES LONGER TO DO SO. WHEN YOU TAKE YOUR STICKERS OFF, WAIT 30 SECONDS FOR YOUR SMALLER BATTERY OR THE 312 SIZE WAIT A MINUTE. THE HEAR AID ONLY CHARGED ITSELF UP TO 1.2 VOLTS, YOU LOST PROBABLY HALF THE BATTERY LIFE YOU HAD. MOST SHUT OFF AT ONE VOLT. YOU NEED TO MAKE SURE YOU GET ENOUGH AIR IN THERE FOR A LONGER PERIOD OF TIME TO MAKE THIS FUNCTION.

WITH CONNECTIVITY WE KNOW YOU ARE ABLE TO FUNCTION PICKING UP THINGS LIKE LOOPS AND EVERYTHING. HOW WELL DOES THIS STUFF WORK FOR YOU? ARE YOU REAL HAPPY WITH WHAT GOES ON? YOU GET GOOD, CLEAN SIGNAL? I'M JUST CURIOUS.

I'M BLESSED WITH INCREDIBLE HEARING. I DON'T EXPERIENCE THIS.

>> DIANE: IT'S INTERESTING TO ME, I NOW HAVE COCHLEAR IMPLANTS. WHEN I WORE HEARING AIDS I ALWAYS HAD TROUBLE ZOOMING NOTHING ON THE LOOP. I WAS CONSTANTLY MOVING MY HEAD, TILTING MY HEAD, ONE SIDE OF MY HEAD WORKED BETTER THAN THE OTHER.

TODAY IS THE FIRST TIME I'M USING THE T-COIL ON MY -- JUST GOT THE N6 COCHLEAR PROCESSORS. NO PROBLEM. NOT EVEN PICKING UP THE STATIC. TO ME THAT'S A BIG IMPROVEMENT.

JEFF GRAMA: I DON'T KNOW WHAT IS LOOPED AND WHAT ISN'T LOOPED. I KNOW PASADENA IS PRETTY GOOD. LA IS LOUSY. IF YOU CAN TELL ME AND SEND AN EMAIL, TO KNOW WHAT'S AVAILABLE SO I CAN TELL PEOPLE WHAT TO DO AS FAR AS LOOPING GOES.

ONE OF THE THINGS WE ARE SEEING RIGHT NOW IN THE HEARING AID INDUSTRY IS A REAL PUSH FOR MORE AFFORDABLE HEARING AIDS. I KNOW YOU GUYS ARE INTO THAT. I DON'T BLAME YOU. I THINK THEY ARE RIDICULOUSLY PRICED. WHEN I GOT INTO THE INDUSTRY, PEOPLE PAID \$200 FOR HEARING AIDS. THAT WAS A LONG TIME AGO. 1975. THERE WAS A BIG DIFFERENCE WHAT WAS GOING IN THE INDUSTRY COMPARED TO NOW.

RECENTLY HAD AN INTERESTING EXPERIENCE. SAW AN AD IN THE NEWSPAPER. BEING A SENIOR CITIZEN I GOT A FLIER IN THE MAIL TALKING SOMETHING ABOUT MD HEARING AID. THIS WAS A FASCINATING PRODUCT. IT WAS \$200. I SAID, WOW. I GOT TO BUY ONE OF THESE. I CALLED THE PLACE. IT'S IN CHICAGO. IT WAS A TRUE EXPERIENCE.

WHEN I CALLED THE LADY WAS OBVIOUSLY READING FROM A SCRIPT, TELLING ME HOW WONDERFUL THE PRODUCT IS. I WOULD LIKE TO ORDER ONE, I JUST HAVE A HEARING LOSS IN ONE EAR. USUALLY I DON'T. SHE WAS GOING ON AND ON ABOUT THIS, THAT, AND HOW WONDERFUL IT WAS. SHE SAID YEAH, THIS WILL LET YOU HEAR IN A CROWD JUST LIKE YOU DID WHEN YOU WERE A VERY YOUNG PERSON.

I SAID TO HER, REALLY, HOW DOES THAT WORK? TOTAL SILENCE ON THE OTHER END OF THE PHONE. I WAITED 20 SECONDS. THEN SHE FINALLY SAID I HAVE TO GO LOOK THAT UP. I SAID OKAY. TWO MINUTES LATER SHE COMES BACK ON THE PHONE AND SAYS TO ME, IT'S BECAUSE IT HAS MICROPHONES.

REALLY? A HEARING AID THAT HAS MICROPHONES? THAT'S AMAZING. WOW, WHAT WILL THEY THINK OF NEXT? I ORDERED THIS THING AND -- THE

REASON I ORDERED IT WAS BECAUSE IT HAD -- IT LOOKED LIKE A HEARING AID THAT I WAS FITTING IN 1977 BY A COMPANY CALLED DANAVOX, NOW D-ENERGY SOUND. IT WAS A DANAVOX NOW MADE IN CHINA.

BACK THEN THEY WERE LIKE \$91 WHOLESALÉ COST. THEY DOUBLED THE PRICE ON THEM.

I HOOKED IT UP. I HAVE A COMPUTER IN MY OFFICE THAT WILL CHECK WHAT YOUR HEARING AIDS ARE DOING. COMPARED TO THE MOST RUDIMENTARY DIGITAL PRODUCT WE HAVE NOW. PUT IT IN NOISE. IT HAD 44% DISTORTION WITH NOISE 10 DECIBELS LOWER THAN MY VOICE. WHEN IT WAS AT THE SAME LEVEL IT WAS A 100% PERCENT WH. YOU LISTEN TO IT. IT WAS REALLY STACK, HORRIBLE NOISE. COULDN'T UNDERSTAND A WORD. MAYBE IT'S JUST ME. GAVE IT TO MY WIFE. PUT THIS IN YOUR EAR AND TELL ME WHAT YOU THINK. SHE TUESDAY SOUNDS LIKE CRAP. SHE'S BEEN AROUND ME FOR A LONG TIME.

THIS IS UNGODLY. I SENT IT BACK. GOT MY MONEY BACK. YOU HAD TO KEEP IT FOR 21 DAYS. IF YOU SENT IT BACK BEFORE THAT TIME THEY WOULDN'T REFUND ALL YOUR MONEY.

MAYBE THAT WAS JUST A CRUMMY ONE. IT WAS AN ANALOGUE HEARING AID. OKAY. I WILL GO AHEAD AND ORDER ONE OF THEIR BETTER ONES. I DID. GOT THE SAME RESULT. IT WAS ABOUT A 12-YEAR-OLD ENTRY-LEVEL SIEMENS.

POINT IS, I GUESS YOU GET WHAT YOU PAID FOR.

>> DIANE: DO YOU REPORT SOMETHING LIKE THIS THE FTC.

JEFF GRAMA: THE FDA MIGHT DO SOMETHING. BUT THEY ARE NOT CALLING IT A HEARING AID.

THERE IS A BIG MOVEMENT FOR THESE OVER THE COUNTER TYPE PRODUCTS AND AMERICAN ASSOCIATION FOR AUDIOLOGISTS ARE TRYING TO MAKE IT SO THESE THINGS HAVE TO BE LABELED AS BEING WHAT THEY ARE.

>> DIANE: CRAP?

JEFF GRAMA: GROWN THERE IS AN OFFICIAL FDA LABEL FOR CRAP. THEY HAVE TO DO IT. IT'S A BIG UGLY THING RIGHT NOW.

I BELIEVE HEARING AIDS ARE GOING TO COME DOWN IN PRICE. ONE OF THE REASONS IS THE COSTCO DEAL. THEY ARE SELLING STUFF THAT WE WERE SELLING ABOUT 5 OR 6 YEARS AGO AS FAR AS QUALITY PRODUCT. SO IT'S OKAY, BUT THE PROBLEM YOU ARE GOING TO GO A GUY AT COSTCO WHO DOESN'T KNOW THE DIFFERENCE BETWEEN A NOSE HAIR AND WHAT A HEARING AID DOES. IT'S PRETTY PATHETIC.

WHEN I WENT COSTCO TO FIND OUT ABOUT IT. I SAID TELL ME ABOUT THIS PRODUCT. HE SAID IT'S WONDERFUL, IT'S GREAT. I SAID HOW DOES IT DIFFER FROM, GAVE HIM ANOTHER NAME. "THEY'RE ALL THE SAME." THAT TAUGHT ME THAT MAYBE HE DOESN'T KNOW WHAT HE'S DOING. I'VE SEEN A LOT OF PEOPLE HAVE GONE TO COSTCO AND THEY COME TO ME, AND I PUT SOMETHING ON THE. IT'S NIGHT AND DAY. THEIR RETURN RATE IS RIDICULOUSLY HIGH. SOMETHING LIKE 65% OF SALES GO BACK. THAT TO ME SAYS THERE IS A REAL QUESTIONING AS TO WHAT YOU ARE GETTING THERE.

YOU WILL SEE MORE AND MORE OF THIS H. NEXT THING YOU WILL SEE IS MANUFACTURERS GETTING INTO RETAIL. PROBABLY IN THREE OR FOUR YEARS. YOU WILL HAVE AN OTICON ON THIS CORNER, A SIGNIA ON THAT CORNER AND PHONAK OVER THERE.

PART OF THE PROBLEM I HAVE WITH ALL OF THE STUFF IN THE INDUSTRY IS YOU GET A LOT OF BEAM ENTRY-LEVEL SKILLS COMING INTO PROGRAM PRODUCT. ONCE THEY HAVE A LITTLE BIT OF EXPERIENCE THEY WALK AWAY FROM THE THING. SO YOU HAVE NO CONTINUITY OF CARE. INDIVIDUALS LIKE ME AND MANY OTHER SMALLER ONES AROUND, WE HAVE CONTINUITY OF CARE. WE HAVE TO KEEP A ROOF OVER OUR HEADS.

THERE HAS BEEN A LOT OF STUFF GOING ON WITH MEDI-CAL? WHEN OBAMACARE CAME IN, MEDI-CAL WENT TO HELL AS FAR AS TAKING CARE OF PEOPLE WITH HEARING AIDS. EVERYTHING NOW IS HMO-RELATED. WE WON'T EVEN TAKE HMO FOR HEARING AIDS ANYMORE BECAUSE THEY AUTHORIZED HUNDREDS AND THOUSANDS OF DOLLARS OF HEARING AIDS ALL ACROSS LA. THEY OWE ME OVER \$80,000 THEY PAY TWO CENTS FOR HEARING AIDS. THAT JUST DOESN'T WORK.

THERE ARE THINGS GOING ON WITH AARP. ANYONE TRIED THE AARP HEARING AIDS? YOU SHOULD SEE WHAT THEY'RE PUTTING OUT. GENTLEMAN CAME IN, BEEN TAKING CARE OF HIM FOR ABOUT 10 YEARS. MY AARP INSURANCE IS GIVING ME THIS THING. COULDN'T COST MORE THAN \$30 AND MADE IN CHINE A. WAY WORSE THAN THE MD HEARING AID. ONE-SIZE-FITS-ALL, HANGING OUT OF HIS EAR LIKE A CANCRE SORE, HORRIBLE.

OTHER MANUFACTURERS. LET'S GET INTO SOME OF THE OTHER THINGS THAT ARE AVAILABLE NOW.

MOST OF THE MANUFACTURERS ARE TRYING TO WORK TO MAKE IT SO ANDROID TELEPHONES WILL BE FUNCTIONAL WITH YOUR HEARING AIDS WITHOUT AN INTERMEDIARY DEVICE. IT'S PROVING TO BE DIFFICULT BECAUSE ALL ANDROID PHONES HAVE DIFFERENT OPERATING SYSTEMS. EVEN SAMSUNG. MANUFACTURERS CAN'T WRITE SOFTWARE TO MAKE THOSE DIRECTLY COMPATIBLE.

THE iPhone USES A SINGLE OPERATING SYSTEM SO CAN WORK RIGHT NOW. STARKEY HAS ONE. SO DOES RESOUND. OTICON. ALL WORKING TO GO THAT END SO YOU HAVE A DIRECT CONNECT WITH YOUR PHONE AND CAN ALSO USE YOUR PHONE AS A REMOTE CONTROL.

NICE FEATURES KU USE WITH YOUR iPhone CONNECTIVITY. TURN THE VOLUME UP AND DOWN BY MOVING YOUR FINGER AROUND THE SCREEN. MUTE WHAT YOU HAVE BEHIND YOU.

OTICON PRODUCT HAS A PROGRAM AUTOMATICALLY WILL LET YOU HEAR JUST WHETHER OR NOT IT IS COMING THROUGH THE MICROPHONE OF THE PHONE AND YOU CAN TURN EVERYTHING ELSE IN THE ROOM OFF. SOMETHING LIKE THIS IS VERY BENEFICIAL -- I HAVE A GENTLEMAN WHO HAS A LONG FORD VAN, ABOUT A 12-FOOT VAN. HIS GRAND KIDS SIT WAY IN THE BACK PLAYING VIDEO GAMES. HE TURNS THIS ON AND THE GRAND KIDS CAN TALK TO HIM FROM THE BACK, AND HE HEARS THEM JUST FINE. THERE IS NO

OTHER INTERFERENCE FOR HIM, SO HE'S ABLE TO CONVERSE WITH THEM. IT'S A HANDY TOOL.

ALSO WORKS FOR PEOPLE, SAY, YOUR SPOUSE -- YOU HAVE A TWO-STORY HOME, YOUR SPOUSE CAN PUT YOUR iPhone ON HER -- MY SPOUSE IS A HER -- ON A BELT, CARRY IT, CAN GO UPSTAIRS AND SHE CAN SAY JEFF GET YOUR BUNS UP HERE, THERE IS A LEAK IN THE ROOF. CAN TRANSMIT, I THINK FOR ABOUT A HUNDRED FEET. IT WORKS GREAT. AS WELL FOR LECTURES. PUT IT UP ON THE PODIUM.

VERY GOOD FIDELITY. IT DOES SOUND A LITTLE BIZARRE IF YOU DON'T MUTE THE MICROPHONES IN THE HEARING AIDS. THERE IS A LITTLE SOUND DELAY. NOT MUCH. ALMOST LIKE A LITTLE FUZZ TANNED THAT. WILL BE WORKED OUT QUICKLY.

(FUZZ AROUND)

THOSE OF YOU WHO HAVE MEDICARE, OR IN THE PROCESS OF GETTING OLD ENOUGH TO HAVE MEDICARE. UNDERSTAND MEDICARE WILL NEVER HAVE ANYTHING TO DO WITH HEARING AIDS EVER. IF YOU ARE BANKING ON THAT, DON'T. THEY WILL NEVER PAY FOR BANDING. THEY WON'T PAY FOR A HEARING TEST FOR THE PURPOSE OF GETTING HEARING AIDS.

PURPOSE OF DIAGNOSING TO GET HEARING AIDS, THEY DECLINE IT.

THAT'S BASICALLY WHAT'S GOING ON. YOU WILL SEE A LOT MORE STUFF PROBABLY IN THE NEXT THREE TO FOUR MONTHS. I KNOW PHONAK IS WORKING ON STUFF RIGHT NOW. I CAN'T TELL YOU WHAT IT IS, BECAUSE I'VE ONLY HEARD IT THROUGH THE GRAPE VINE THEY ARE WORKING ON A SMART HEARING AID. SIG NI A IS DOING THE SAME THING.

RESOUND, GOT A PRETTY INTERESTING PRODUCT FOR SUPER, SUPER LOUD HEARING ADMEN IT'S CALLED THE ENZO. NAMED AFTER ENZO FERRARI. IT'S A REALLY HOT ITEM. I'VE HAD RELATIVELY DECENT SUCCESS WITH IT. TO MY WAY OF THINKING, I AM STILL GETTING MORE WITH THE PHONAK, NAIDA, FOR PEOPLE WITH NO HEARING IN THE HIGH FREQUENCIES FREQUENCY TRANSMISSION SYSTEM WORKS BETTER THAN MOST.

BASICALLY IF YOU HAVE A HEARING LOSS, SAY YOU HAVE NO HEARING AT ALL ABOVE 2000 Hz YOU CAN GRAB THAT INFORMATION, SHIFT TO AN AREA YOU HAVE MORE SENSITIVITY. OVER A PERIOD OF TIME YOU WILL BE ABLE TO USE --

I HAVE HAD MODERATE SUCCESS WITH THAT. I HAVE PEOPLE THAT CAN'T ABIDE IT AT ALL.

I TRY TO GIVE YOU AS WIDE A RESPONSE AS POSSIBLE EVEN IF YOU ARE NOT MEASURING A WHOLE LOT OF HEARING AT HIGH END, A LOT OF TIMES YOU WILL HAVE WHAT WE CALL RECRUITMENT. YOU ARE ALL AWARE OF WHAT THAT IS? ABNORMAL LOUDNESS. A SMALL INCREASE IN VOLUME IS PERCEIVED AT A VERY LARGE INCREASE IF YOU ARE TESTING AT 105 dBs IN THE HIGH FREQUENCIES. OFTENTIMES JUST 30 OR 40 dBs OF GAIN AT THAT LEVEL WILL GIVE YOU MORE CLARITY.

>> DO I NEED A MICROPHONE TO TALK TO HIM?

>> PAT: TAKE A QUESTION AND GIVE JEFF A CHANCE -- THEN TAKE A BREAK.

>> GEORGIA: I HAVE A FRIEND THAT COULDN'T BE HERE TODAY SO SHE ASKED ME TO ASK YOU A QUESTION. SHE HAS A PROFOUND HEARING LOSS. SHE IS UNABLE TO GET A COCHLEAR IMPLANT. SHE WANTS TO KNOW WHAT BRAND IS THE HIGHEST-POWERED HEARING AID THAT YOU CAN FIT HER WITH.

JEFF GRAMA: THE TWO MOST POWERFUL PRODUCTS OUT THERE. GN RESOUND, ENZO AND TO NAIDA. ENZO, WHEN YOU HAVE THAT BIG A PROBLEM, GO WITH THE MORE EXPENSIVE PRODUCT. LOOK AT THE ENZO 9, NAIDA V 90, UP WOULD BE THE ONE YOU WOULD WANT FOR THE PHONAK. I DON'T THINK SIGNIA REALLY HAS ANYTHING THAT WILL DO THE TRICK. AS FAR AS OTICON OPEN THE HIGH POWERED, I DON'T THINK WOULD WORK AS WELL. THAT'S WHAT SHE SHOULD LOOK AT.

>> THANK YOU.

JEFF GRAMA: IT'S REALLY HARD TO SAY WHAT'S THE BEST. THEY ARE ALL THE BEST AND THEY ARE ALL THE WORST. DEPENDS WHAT YOU HOOK UP TO. HOW YOU CAN MAKE IT WORK WITH WHAT YOU HAVE. AND AS SOME OF YOU KNOW, JENNIFER KNOWS, SOME PEOPLE -- THE EARS DON'T WORK THE SAME ON THE HEAD. THEY CAN LOOK THE SAME NUMBERS-WISE AND DON'T FUNCTION THE SAME AT ALL. SO IT'S REALLY, REALLY DIFFICULT TO SAY WHAT THE BEST IS. THERE IS NO "THE BEST." IT'S FORTUNATE WE HAVE ENOUGH STUFF OUT THERE TO PLAY WITH SO IF SOMETHING DOESN'T WORK, LET'S MOVE ON TO THIS NEXT PRODUCT. SOMETIMES HAS TO BE TRIAL AND ERROR, ESPECIALLY WITH PROFOUND HEARING PROBLEMS.

>> PAT: ONE MORE OVER HERE.

>> ONE POINT -- AT ONE POINT I HAVE TO LOOK AT THE DOCTOR AND WHEN THE DOCTOR SAYS -- AND I'M WITH AN HMO, THAT YOU CAN'T HEAR AND YOU ARE LIKELY NOT TO GO AHEAD AND GO ON WITH YOUR HEARING, SHOULD WE BE LOOKING AT THE DOCTOR OR AT THE PRODUCT? [LAUGHTER]

JEFF GRAMA: A LOT OF THE DOCTORS -- YOU TALKING BEING A DOCTOR OF AUDIOLOGY OR AN EAR, NOSE, AND THROAT?

>> I HAVE BOTH.

JEFF GRAMA: IF YOU ARE IN AN HMO?

>> KAISER.

JEFF GRAMA: KAISER IS HOOKED INTO HEAR USA, AND THEY WILL OFFER YOU ONE OR TWO PRODUCTS ONLY. FIRST THING I WOULD DO, I WOULD BE LOOKING AT A COMPANY THAT TAKES MULTILINE PRODUCT AND IS WILLING TO SIT DOWN AND TRY STUFF ON YOU.

I HAVE HAD PEOPLE COME IN. LAST YEAR I SEVEN PEOPLE COME IN TO SEE ME WERE TOLD THEY NEEDED COCHLEAR IMPLANTS. EVERY ONE DIDN'T NEED COCHLEAR IMPLANTS. THEY WERE GLAD THEY DIDN'T HAVE TO HAVE IT DONE. I WILL BE HONEST WITH YOU. IT'S HARD FOR ME TO SAY, OKAY, YOU HAVE TO HAVE AN IMPLANT. IF ONE OF THE MANUFACTURERS NEXT WEEK COME US OUT WITH A PRODUCT THAT WILL MAKE YOU HEAR, I HATE TO TAKE AWAY WHAT'S THERE. I KNOW THESE THINGS WORK REALLY, REALLY WELL FOR MOST PEOPLE. BUT I'VE SEEN PEOPLE THEY DON'T WORK WELL. IT'S FRUSTRATING FOR THEM.

ONCE THEY'VE GONE IN AND TOTALLY WIPED OUT WHAT'S THERE, THERE IS NOTHING WE CAN DO.

>> I GUESS THEY'VE LOWERED THE STANDARDS?

JEFF GRAMA: THIS IS A PROBLEM FOR ME. SHE SAYS BECAUSE THEY LOWERED THE STANDARDS.

YEAH. IT GRATES ON ME A LITTLE BIT. ONE LADY CAME IN AND IT WAS AN HMO AND THEY TOLD HER YOU HAVE TO HAVE AN IMPLANT. ONE EAR TOTALLY DEAD AND THAT WAY FOR 40 OR 50 YEARS ARE THE EAR WAS BAD. THEY DIDN'T BOTHER CHECKING THE HEARING AID. IT WAS A BAD MICROPHONE. A 100% PERCENT DISTORTION IN THE PRODUCT.

A LOT OF PLACES WILL BE VERY DILIGENT AND MAKE SURE THE PEOPLE CAN'T GET ANY BENEFIT OUT OF HEARING AIDS. THAT'S GOOD. THAT'S WHAT THEY ARE SUPPOSED TO DO. THOSE GUYS MAKE A LOT OF MONEY. THIS IS A VERY EXPENSIVE OPERATION AND THEY ARE NOT GOING TO TURN DOWN A PAY CHECK OF \$90,000. IT'S A BUSINESS.

>> PAT: WE ARE GOING TO BREAK. GIVE YOU VOICE A REST, JANE'S FINGERS A REST.

THEN COME BACK WITH QUESTIONS IN ABOUT 20 MINUTES OR SO.

IF YOU CAME IN A LITTLE BIT LATE OR HAVEN'T GOTTEN AROUND TO SIGNING THE SIGN-UP SHEET, PLEASE DO. IF WE HAVE TIME TOWARD THE END OF THE DAY, AND INVITE PEOPLE COMING FOR THE FIRST TIME TO GIVE YOUR NAME SO WE KNOW YOU FOR NEXT TIME AND GO FROM THERE. THERE IS COFFEE AND JUICE. TAKE TIME TO VISIT AND GET TO KNOW PEOPLE, AND WE WILL START BACK AT ABOUT 20 AFTER THE HOUR. THANK YOU.

(BREAK)

>> PAT: HI, GANG. ARE YOU HEARING WITH THE T-COIL? THIS ON?

SEE IF YOU CAN HEAR ME NOW.

NOW WE GOTTA DO -- OKAY.

I THINK WE GOT IT -- THANKS, KATE. I'M SORRY. AS ALWAYS WE END UP TAKING A MUCH LONGER BREAK THAN WE ANNOUNCE WE ARE GOING TO HAVE.

BUT THAT'S OKAY. SO MUCH OF WHAT THIS CHAPTER AND THE HEARING LOSS ASSOCIATION IS ALL ABOUT IS THE ONE --

>> I CAN'T HEAR YOU.

>> PAT: I KNOW, IT'S THE INTERFERENCE. I APOLOGIZE, SOMETIMES WHEN WE MOVE AROUND IT GETS A LITTLE BIT BETTER.

WE ARE STILL WORKING ON --

AS I SAID, SO MUCH OF WHAT IS GOOD ABOUT THE HEARING LOSS ASSOCIATION IS WHAT HAPPENS IN THE BREAKS OR AT OUR PARTIES, OR WHEN WE TALK ON THE WAY OUT OR CHAT ON LINE. IT'S THE SUPPORT, THE ONE-ON-ONE THAT HAPPENS AND HELPS US ALL.

SO WITH THAT, I'M GOING TO TURN THE MIC BACK TO JEFF, AND IF YOU HAVE SPECIFIC QUESTIONS ABOUT HEARING INSTRUMENTS OR MAYBE DEVICES, THAT SORT OF THING, HOPEFULLY JEFF CAN SHED SOME LIGHT ON

IT FOR YOU. AND WE WILL JUST LIMIT THIS TO ABOUT 20 MINUTES SO WE CAN WRAP UP.

JEFF GRAMA: I'M READY. QUESTIONS?

>> I WANT INFORMATION ABOUT THE 10 ASSISTANCE DEVICES.

JEFF GRAMA: TELEPHONE ASSISTIVE DEVICES. COUPLE OF THEM OUT THERE. CapTel IS REALLY NICE, IT'S A NEWER PRODUCT AND CAPTION CALL. WE HAVE DEMOS IN THE OFFICE. BOTH OF THEM ARE REALLY, REALLY GOOD PHONES. BASICALLY YOUR AUDIOLOGIST JUST NEEDS TO FILL OUT A FORM AND FAX IT IN, AND THEY WILL COME OUT TO YOUR HOUSE AND INSTALL IT AT NO CHARGE. AND THEY WORK REALLY, REALLY WELL. THEY ARE BASICALLY DONE THROUGH A COMPUTER SERVICE. YOU REALLY NEED A COMPUTER IN THE HOUSE. WHO DOESN'T HAVE A COMPUTER?

>> ANOTHER QUESTION?

>> HOW NEW IS THE CapTel?

JEFF GRAMA: THERE IS A BRAND-NEW CapTel, COUPLE MONTHS. THE OLD CapTels THAT THEY HAD ARE AWFUL. ANYONE WHO DOES CAPTIONING FIVE YEARS AGO OR MORE. THEY WERE GARBAGE. THE STREAMING WOULD LAG 3 OR 4 MINUTES BEHIND WHAT WAS GOING ON. IN TODAY'S WORLD IT'S NO MORE THAN 3 OR 4 SECONDS. THE NEW SYSTEMS WORK GREAT. THEY GO THROUGH HAMILTON AND SOME OTHER STUFF THAT SEEMS TO WORK OUT REALLY WELL.

>> CAN YOU ASK PEOPLE ABOUT CAPTION CALL?

JEFF GRAMA: ANYONE HAVING A PROBLEM WITH THE CAPTION CALL PRODUCT?

>> DIANE: I JUST TURNED MINE IN BECAUSE IT WAS RIDICULOUS. THEY WANTED TO SEND ME A NEW ONE. I SAID NO. I WENT THROUGH THE CALIFORNIA TELEPHONE ACCESS PROGRAM AND I GOT AN AMPLIFIED PHONE, BECAUSE MOSTLY I AM ON MY CELL PHONE.

>> COULD YOU TRY STANDING ON THE OTHER SIDE OF THE ROOM AND SEE IF IT BLOCKS OUT SOME OF THE STATIC?

>> NOW IT'S FINE.

JEFF GRAMA: ON SOME OF THE OLDER CapTel PHONES -- WE HAD OURS GO BAD. THERE WAS A POWER SUPPLY DROPPED SO THE THING WOULD BE INTERMITTENT. SO IF YOU HAVE A CapTel THING THAT IS OLDER, SAY, THREE YEARS OR SO, YOU MAY HAVE A PROBLEM WITH POWER SUPPLY. THE PHONE ITSELF IS OKAY, THEY WILL JUST CHANGE OUT.

>> MY PROBLEM IS THE CAPTIONING. I CAN HEAR FINE. I CAN HEAR 47932. AND THEY ARE AWESOME.

JEFF GRAMA: ANYBODY HAVE A PROBLEM WITH YOU ARE HAVING INACCURATE INFORMATION LIKE FOR NUMBER REPRESENTATION, STUFF LIKE THAT? ANYBODY HAVING TROUBLE?

>> THEY TELL YOU THE NUMBER ON THE TOP. I'M THE CAPTIONS. THIS IS THE NUMBER. I WRITE THAT DOWN, BECAUSE IT'S BAD.

>> CapTel HAS A NEW PHONE CALLED THE 2400i. IT HAS A SCREEN --

JEFF GRAMA: 2400i IS REALLY NICE.

>> YOU DON'T HAVE TO DIAL A SPECIAL NUMBER.

JEFF GRAMA: IT'S A VERY NICE PRODUCT. THEY'RE ALL FREE.

>> TWO THINGS. ONE I WAS GOING TO GIVE YOU A TESTIMONIAL, IF YOU WANT ONE. I'VE BEEN GOING TO JEFF FOR A YEAR AND A HALF, AND I HAVE VERY DIFFICULT HEARING LOSS BECAUSE I HAVE TWO DIFFERENT HEARING LOSSES. ON PAPER THEY LOOK MUCH THE SAME. BUT THEY ARE VERY DIFFERENT. I HAVE HAD HEARING LOSS FOR 15 YEARS. I'VE BEEN TO MANY AUDIOLOGISTS, AND JEFF BY FAR. IT'S NOT -- THERE IS NO COMPARISON. LIKE HE SAID BEFORE, MY PREVIOUS AUDIOLOGIST GAVE ME ONE PRODUCT. NEVER EVEN TOLD ME THERE WERE MULTIPLE PRODUCTS. THIS IS THE BEST, BLAH, BLAH, BLAH. BUT THE BEST WHATEVER DOESN'T NECESSARILY WORK INDIVIDUALLY. AND JEFF GAVE ME FOUR PRODUCTS TO TRY. FOUR. AND I WAS ABLE TO TAKE THEM HOME AND TRY THEM IN DIFFERENT SITUATIONS. RIGHT NOW I AM STILL STRUGGLING WITH MY RIGHT EAR. I'M A COCHLEAR IMPLANT CANDIDATE, AND I AM TRYING TO HOLD ON TO A HEARING AID PRODUCT. AND JEFF HAS BEEN A CHAMPION. WORKING WITH ME, COMING IN WEEKLY TO TRY DIFFERENT PRODUCTS, DIFFERENT MOLDS, TRY DIFFERENT THINGS. I OWE YOU MORE MONEY THAN I COULD POSSIBLY EVER GIVE YOU. HE'S TAKEN THE TIME AND NEVER CHARGED ME.

THESE ARE MY SECOND HEARING AIDS. THESE ARE THE PHONAK NAIDA HE WAS TELLING YOU ABOUT FOR YOUR FRIEND.

JEFF GRAMA: I'M WAITING FOR THE FM SYSTEM FOR YOUR WIDEX.

>> HEARING YOU THROUGH THIS. I HAVEN'T LOOKED AT THE CAPTIONS ONCE.

BUT WHAT I HAVE TO SAY ABOUT THE CAPTIONS BECAUSE I HAVE THAT CapTel PHONE, AND I STILL FEEL LIKE THE CAPTIONS LAG. IF SOMEONE STARTS YAKKING AWAY, YOU ARE LOST UNLESS YOU INTERRUPT THEM. KNOW

BUT InnoCaption, I DON'T KNOW IF YOU TRIED, FAR AND AWAY BETTER. IT'S ALMOST REAL TIME. I AM ON THE PHONE MAYBE 15 TO 20 TIMES A DAY AND, AT THIS POINT, - I MEAN, I DON'T HEAR WELL ON THE PHONE, BUT THE InnoCaption IS LIGHT YEARS AWAY FROM CapTel, I THINK.

CapTel, I FELT IF YOU GOT BEHIND JUST A LITTLE BIT, FORGET IT.

THEY'RE VERY ACCURATE AND VERY FAST. AND YOU GET IT RIGHT ON YOUR PHONE.

JEFF GRAMA: YOU ARE USING A CELL AND, THERE IS A DIFFERENCE. THE OTHER ONE IS A LAND LINE.

I THINK THIS FM THING MAY REALLY SURPRISE YOU, SERIOUSLY.

>> I HAD A DREAM ABOUT IT LAST NIGHT.

JEFF GRAMA: JUST ABOUT ON MLK DAY, TOO, YOUR DREAM AND HIS. SOMEONE HERE HAD A QUESTION? ANOTHER QUESTION?

>> I DON'T KNOW IF YOU ARE THE RIGHT PERSON TO ASK. I CAN'T HEAR IN MY CELL PHONE BUT I CAN HEAR WHEN IT'S ON SPEAKER. IS THAT UNCOMMON?

JEFF GRAMA: WHAT ARE YOU USING FOR HEARING AIDS? WHAT MANUFACTURER?

>> GOOD QUESTION.

JEFF GRAMA: THIS I FIND INTERESTING. PEOPLE -- PHONIC.

JEFF GRAMA: DOES IT HAVE A MODEL ON IT? CAN YOU SEE IT?

>> I DON'T KNOW. YOU WANT TO LOOK AT IT?

THEY WERE VERY EXPENSIVE, I KNOW THAT.

JEFF GRAMA: HOW LONG HAVE YOU HAD THESE?

>> ABOUT A YEAR AND A HALF.

JEFF GRAMA: SHE HAS WHAT ARE CALLED PHONAK AUDEO, A SMALL RECEIVER IN THE EAR PRODUCTS. YOU ARE NOT USING A COMPILOT. IT'S AN INTERFACE BETWEEN YOUR HEARING INSTRUMENT AND YOUR PHONE. TELL YOUR AUDIOLOGIST YOU WANT A COMPILOT THAT WORKS WITH YOUR HEARING AID. YOU PAIR THE COMPILOT WITH YOUR PHONE. WHENEVER YOUR PHONE RINGS YOU TOUCH THE BUTTON ON THE COMPILOT AND IT GOES TO BOTH EARS IN RELATIVE HIGH FIDELITY.

>> COULD YOU USE THE MICROPHONE PLEASE?

JEFF GRAMA: I AM.

YOU WILL HAVE AN APP THAT KU USE ON YOUR PHONE. KU DO ALL THE PROGRAM CHANGING AND STUFF WITH YOUR HEARING AID AS WELL. IT'S VERY HANDY.

THAT IS EITHER GOING TO TAKE A COM PILOT 1 OR 2. I DON'T KNOW WHICH MODEL OF AUDEO IT IS. YOU WILL BE ABLE TO HEAR PERFECTLY CLEARLY.

>> I WOULD LIKE TO HAVE YOUR CARD.

JEFF GRAMA: I HAVE A CARD.

>> DIANE: SOMEBODY WHO IS LOOKING FOR AN AUDIOLOGIST OR A HEARING AID DEALER, WHAT -- WHEN THEY WALK INTO THE OFFICE, WHAT SHOULD THEY EXPECT TO GET? IN TERMS OF SERVICE AND HELPING THEM FIND THE RIGHT HEARING AID?

JEFF GRAMA: THEY SHOULD EXPECT TO GET SOMEBODY WHO WILL LISTEN TO WHAT THEIR PROBLEM IS. A LOT OF PEOPLE -- KI TAKE YOU TO A DOZEN PLACES AROUND THE CITY AND YOU WALK IN AND THE PERSON WILL SAY THIS IS WHAT YOU NEED. THAT'S IT. THAT'S EXACTLY WHAT YOU NEED. NOT TELL ME ABOUT YOUR LIFESTYLE, WHAT KIND OF PROBLEMS ARE YOU AVENGING WITH YOUR CURRENT PRODUCTS IF YOU HAVE CURRENT PRODUCTS.

WHAT DO YOU DO ON A REGULAR BASIS. YOU WORK WITH SMALL CHILDREN? YOU LIVE WITH SOMEONE WITH A VOICE PROBLEM? YOU NEED A HISTORY OF WHAT'S GOING ON TO KNOW WHAT TO RECOMMEND. AUDIOLOGISTS HAVE TO LISTEN. THEY DON'T. THEY TELL. OKAY. IT'S LIKE MY WIFE IS AN EDUCATIONAL THERAPIST AND SPEECH THERAPIST. SHE HAS TO GET DOWN ON THE SAME LEVEL AT HER STUDENTS.

SHE CAN'T SAY I'M THE TEACHER, YOU ARE THE STUDENT. DOESN'T WORK THAT WAY. SAME WITH ME. I HAVE TO KNOW IN MY HEAD WHAT'S GOING ON WITH YOUR HEARING SO I CAN SELECT THE RIGHT PRODUCT.

SECOND THING YOU WANT, YOU WANT SOMEONE WHO CARRIES AT LEAST TWO DIFFERENT MANUFACTURERS, PREFERABLY MORE. THEY NEED TO BE A MULTILINE OFFICE. IF SOMEONE IS STUCK WITH A SINGLE

MANUFACTURER, THAT PERSON WILL HAVE LIMITED ABILITY TO DO STUFF. NO ONE MANUFACTURER CAN MEET EVERYONE'S NEEDS.

I HAVE SOME PEOPLE WEAR ONE MANUFACTURER ON ONE EAR AND ONE ON THE OTHER. THAT'S HOW IT WORKS.

>> DIANE: WHEN YOU WERE TALKING BEFORE ABOUT HEARING AIDS THAT AARP AND COSTCO USE THAT THEY'RE MANUFACTURED IN CHINA.

JEFF GRAMA: SO IS SIGNIA.

>> DIANE: YOU SAY THEY ARE INFERIOR TO THE NEWER MOD BOLES.

JEFF GRAMA: THEY ARE SELLING PRODUCTS THAT WERE NEW YEARS AGO. THEY ARE BUYING SOMETHING THAT'S A LOT CHEAPER AND RELATIVELY OBSOLETE COMPARED TO WHAT IS CURRENTLY AVAILABLE. THEY CAN BUY AND SELL FOR A LOWER PRICE.

>> NOT GOOD FOR THE CONSUMER LOOKING FOR SOMETHING THAT WILL HELP THEM.

JEFF GRAMA: THIS IS WHAT YOU NEED TO UNDERSTAND ABOUT GETTING HEARING INSTRUMENTS. YOU ARE NOT BUYING A PRODUCT. YOU ARE BUYING THE ABILITY OF THE PERSON FITTING IT TO MAKE YOU FUNCTION. IT'S LIKE GOING TO THE DOCTOR. YOU ARE NOT GOING TO START SHOPPING AROUND FOR THE CHEAPEST GUY TO TAKE OUT YOUR COLON OR WHATEVER HE'S GOING TO WORK ON. YOU WILL GO TO THE ONE YOU KNOW IS THE BEST, WHO TALKS WITH YOU, INTERACTS WITH YOU, KNOWS WHAT YOUR NEEDS ARE.

IT'S NOT LIKE GOING NOTHING AND BUYING A CAMARO. NOT HOW IT WORKS. THIS IS UNIQUE YOU, AND EACH ONE IS UNIQUE TO YOU. WE HAVE TO UNDERSTAND THAT. YOU HAVE TO WORK WITH THE PERSON AND UNDERSTAND THE PERSON. IT'S NOT JUST HERE'S MY MONEY AND COSTCO'S 1500 AND YOURS IS 1800 SO I AM GOING TO GO TO COSTCO. DOESN'T WORK THAT WAY.

YOU WOULDN'T GO TO THE DOCTOR TO HAVE A LUNG REMOVED AND IF THE GUY HAS NEVER DONE LUNG SURGERY. OR HE'S A VETERINARIAN. MAYBE HE CAN CUT YOU OPEN AND TAKE IT OUT. YOU WANT SOMEONE -- THAT'S WHAT YOU'VE GOT TO DO. YOU'RE BUYING THE WHOLE PACKAGE.

>> MITZI: I WANT PEOPLE TO HEAR WHAT I HAVE TO SAY.

I WENT IN IN DECEMBER AND JEFF IMMEDIATELY FOUND OUT THAT BOTH MY HEARING AIDS HAD DROPPED OUT TO THE WHOLE -- THE WHOLE TOP END. AND THEY BOTH HAD TO BE ISN'T TO BE REBUILT. AND I HAD A LOOK OF PANIC ON MY FACE AT THAT POINT. HOW LONG DOES THIS TAKE? HOW LONG WITHOUT MY HEARING AIDS? NO PROBLEM. HE GAVE ME LOANERS. THE ONES HE LOANED ME WERE THE NEWEST, HOTTEST OTICON. HE DID A QUICK, MY PROFILE, NOT EVEN FINE-TUNE. I HAD THEM ABOUT TWO WEEKS? YES. IT WAS HARD TO GO BACK TO THESE. BUT I NEEDED MY T-COILS BECAUSE I REALLY DID MISS. I HAVE MY WHOLE HOUSE LOOPED. THREE ROOMS LOOPED. THOSE LITTLE ONES DIDN'T HAVE T-COILS. I REALLY MISSED THE LOOPS.

JEFF GRAMA: THE NEW ONES DO.

>> I ASKED HIM WEEKLY, WHEN ARE THE NEW ONES WITH THE T-COILS OUT. IT'S REALLY SUBTLE, BUT SPEECH DISCRIMINATION IS AN IMPROVEMENT.

JEFF GRAMA: T-COILS IN THAT PRODUCT WILL BE AVAILABLE IN FEBRUARY, I'M TOLD. THE OTICON REPRESENTATIVE I'VE KNOWN SINCE THE 1970s, JUST -- HE WAS BACK IN NEW JERSEY IN THE FACTORY LAST WEEK, FILLED ME IN. LET ME KNOW AS SOON AS THEY ARE AVAILABLE. MY NEXT DOOR NEIGHBOR WANTS.

I THINK THE THING THAT MITZI PROBABLY FOUND WAS THAT NEW PRODUCT WAS WHEN SHE WAS IN A CROWD. YOUR HUSBAND WAS WITH YOU AND I TURNED THAT NOISE ON, AND HE WAS TALKING TO YOU. I CAN HEAR YOU JUST FINE. IT WAS KIND OF CREEPY. YOU DON'T HAVE TO DO THIS. NO BUTTON-PUSHING. THAT'S NICE.

>> I'M MICHELLE IN -- I HAVE TWO QUESTIONS. THROUGH MY FRIEND MITZI I'M LEARNING I MIGHT BE HAVING A HEARING PROBLEM. IN DENIAL FOR A LONG TIME. SOUNDS FAMILIAR, RIGHT?

MY QUESTION IS, WITH MY KAISER IF I WAS TO SEE YOU WOULD I JUST BRING THE RESULTS FROM AN AUDIOLOGY TEST TO SEE YOU, AND THEN START THERE. THAT'S ONE QUESTION. THE OTHER QUESTION IS IN MY PROFESSIONAL LIFE I AM AN ONCOLOGY SOCIAL WORKER AT THE VA. SO A LOT OF MY CLIENTS GOING THROUGH CHEMOTHERAPY, THEY HAVE TO HAVE AUDIOLOGY TESTS. AND A QUESTION THEY ASKED ME. AND I SAY IT'S NOT WITHIN MY SCOPE OF PRACTICE, IS IF THEY HAVE HEARING LOSS BEFORE, AND THEN THEY GO TO AN AUDIOLOGIST, IS THERE -- IN OTHER WORDS, IS THERE A BENEFIT -- I GUESS WHAT I WANT TO SAY, CAN THE CHEMOTHERAPY, AND OF COURSE IT DEPENDS ON THE DRUG, IT CAN MAKE IT WORSE, IF YOU FOUND THAT SOMETIMES THEIR HEARING IS IMPROVED AFTER SAY THE PARTICULAR DRUG IS STOPPED? OR PERMANENT DAMAGED?

JEFF GRAMA: NO. CHEMOTHERAPY, IN THE PAST, WIPED HEARING OUT PRETTY BADLY. USUALLY YOU DIDN'T SEE ANY CHANGE IN THE HEARING UNTIL ABOUT SIX MONTHS AFTER THE THERAPY STOPPED AND THEN THE HEARING WENT DOWN VERY QUICKLY.

THE NEWER CHAMOIS AREN'T AS WHAT WE CALL OTOTOXIC OR WIPING THE EARS OUT AS MUCH. SEVERAL MONTHS AFTER STOPPING THE THERAPY T LITERATURE IS CONSISTENT ON THIS. YOU HAVE A CHOICE, YOU KU HAVE CHEMO AND LIVE OR LOSE YOUR HEARING. I'LL TAKE LIVING ANY DAY. RJTS WHAT IS A T-COIL?

JEFF GRAMA: IT'S LIKE A WINDING INSIDE THE HEARING AID, BASICALLY WHAT IT DOES IS PICKS UP A MAGNETIC SIGNAL -- FOR INSTANCE, THIS ROOM IS LOOPED AND SHE'S MADE IT SO YOU HAVE YOU A BIG MAGNETIC FIELD IN HERE, AND SOUND IS TRANSMITTED THROUGH THAT INTO THE COIL AND IT PICKS IT UP. KIND OF LIKE A WIRELESS THE CLOSER YOU GET TO THE SOURCE, THE BETTER THE SIGNAL.

THESE LOOPS SEEM TO WORK PRETTY DARN WELL.

SO USUALLY YOU DON'T HAVE A T-COIL IN REALLY, REALLY TINY HEARING AIDS.

SOME OF THE MANUFACTURERS HAVE A THING YOU CAN WEAR AROUND YOUR NECK THAT WILL PICK UP FROM FM. THEY WILL PICK UP FROM T-COIL, FROM EXTERNAL MICROPHONES, JUST TOUCHING A BUTTON, YOU CAN DETERMINE WHAT YOU WANT TO DO. IT TAKES THE COIL INFORMATION -- WHAT WE WILL BE DOING WITH JENNIFER. TAKES THE COIL INFORMATION AND PUTS IT UP INTO HEARING AIDS. IT'S A WAY TO MAGNETICALLY, HOOK UP TO USUALLY TELEPHONES.

>> THEATERS.

JEFF GRAMA: YES. ORIGINALLY IT WAS FOR TELEPHONES.

>> WHEN YOU BUY A HEARING AID AND IS THERE A TAX WRITE OFF?

JEFF GRAMA: I AM NOT A TAX ATTORNEY.

>> DIANE: GARY?

>> IT'S A MEDICAL EXPENSE. EVERYTHING IS A WRITE OFF.

JEFF GRAMA: YOU HAVE TO AMORTIZE THAT OR JUST TAKE A PERCENTAGE?

>> THE FIRST 10% OF YOUR INCOME IS GONE. IF YOU HAVE -- IF YOUR MEDICAL EXPENSE IS OVER 10% YOU CAN WRITE IT OFF.

JEFF GRAMA: IF FOR SOME REASON YOU CAN'T AND YOU ARE IN BUSINESS, YOU CAN PROBABLY WRITE OFF AS A BUSINESS EXPENSE BECAUSE YOU CAN'T DO BUSINESS WITHOUT HEARING.

>> I THINK YOU ANSWERED MY QUESTION. I CAN PROBABLY WRITE IT OFF AS A BUSINESS EXPENSE WITHOUT EXCEEDING THE 10% LEVEL, RIGHT?

JEFF GRAMA: MORE THAN LIKELY.

>> HEARING AIDS, NO. YOU CAN'T WRITE IT OFF AS A BUSINESS EXPENSE. IT'S A PERSONAL.

JEFF GRAMA: DEPENDS WHAT YOUR -- IF YOU HAVE A HEALTH INSURANCE, ONE OF THOSE HEALTH MAINTENANCE THINGS. KU DO A PREPAID --

>> ON YOUR RETURN, THE IRS ALREADY RULED YOU CANNOT WRITE IT OFF AS A BUSINESS EXPENSE.

JEFF GRAMA: SHOWS YOU WHAT I KNOW. WHY I DON'T GIVE TAX ADVICE.

THANK YOU VERY MUCH.

>> PAT: THANK YOU T JEFF.

WALK OVER WITH THIS. JUST A LITTLE THANK YOU FROM US.

JEFF GRAMA: I NEED ONE, TOO, THANK YOU.

>> PAT: WHEN YOU HAVE YOUR MORNING COFFEE.

JUST WANT TO SAY A COUPLE QUICK THINGS THAT WERE BROUGHT UP IN THE EXCHANGE. I WANT YOU ALL TO MAKE SURE YOU GO TO HEARINGLOSS.ORG, THE NATIONAL WEBSITE. THERE IS A LOT OF INFORMATION THERE, ABOUT SELECTING A HEARING DEVICE. THERE IS A LOT OF INFORMATION HEARING ABOUT LOOPS THAT BENEFIT. IT DOES MORE THAN HELP YOU IN A MEETING. AND I APOLOGIZE FOR OUR LOOP BEING SO

>> LOOPY.

>> PAT: AGGRAVATING TODAY. WE WILL WORK ON IT AND SEE IF WE CAN GET BETTER RECEPTION.

LOOPS CAN HELP YOU IN SO MANY INSTANCES. NOT JUST YOUR TELEPHONE OR A MEETING. IT MIGHT WORK IN YOUR BUSINESS, YOUR CHURCH, THEATERS. SO CHECK OUT WWW.HEARINGLOSS.ORG, THE NATIONAL WEBSITE. THERE IS SO MUCH INFORMATION THERE ABOUT BUYING A HEARING AID, QUESTIONS ASK. AND COME BACK TO OUR MEETING.

AS JEFF POINTED OUT, YOU CAN'T JUST WALK INTO A DISPENSER, AUDIOLOGY OFFICE, YOU HAVE TO BE AN INFORMED CONSUMER. THEY ARE NOT MAGICIANS. THEY WILL DO THEIR BEST FOR YOU, BUT YOU HAVE TO KNOW WHAT TO ASK. YOU HAVE TO KNOW HOW TO ADVOCATE FOR YOURSELF. THAT IS WHAT A GROUP LIKE THIS DOES. YOU LEARN, YOU GET STRENGTH FROM EACH OTHER. YOU GET ANSWERS. THEN WHEN YOU GO BACK OUT INTO THAT FRUSTRATING WORLD WHERE YOU ARE TRYING TO MAKE IT WORK, LIKE IN COURT OR THAT GENTLEMAN OVER THERE, WORKING WITH SOMEONE IN YOUR DAILY LIFE. NANCY WAS A NURSE, FOUND ALL KIND OF WAYS TO ACCOMMODATE AND MAKE LIFE EASIER.

DON'T STOP, KEEP COMING.

I WANT TO THANK EVERYBODY. AS FAR AS THE PARKING. THERE IS A KITTY AT THE BACK, BY THE SINK. IF YOU WOULD LIKE TO CONTRIBUTE TO THAT, WE WELCOME YOUR CONTRIBUTIONS.

TIM, WOULD YOU RAISE YOUR HAND AND WAVE? TIM HAS THE PARKING PASSES THAT IF YOU GIVE HIM YOUR PARKING TICKET, HE WILL GIVE YOU ONE THAT WILL GET YOU OUT OF THE PARKING LOT.

THEY ARE UP HERE.

WE WILL KEEP TRACK OF THAT AND SEE HOW IT'S GOING.

AGAIN, IF YOU HAVE FEEDBACK, AND WOULD LIKE TO CONTACT ME, OR ONE OF THE STEERING COMMITTEE, YOU CAN GO TO OUR WEBSITE AND IT SAYS CONTACT US. THERE IS A WAY TO DO THAT. IF YOU WANT TO GIVE US FEEDBACK ON TODAY, YOUR EXPERIENCES. YOU CAN MAKE COMMENTS ON OUR FACEBOOK PAGE.

CONTINUE KEEP THE COMMUNICATION GOING. THAT'S WHAT IT'S ALL ABOUT. WHY WE ARE HERE. COMMUNICATION. REMEMBER, WE WILL SEE YOU NEXT MONTH ON THE 25TH. WE WILL MAKE SURE THAT WE CAN GIVE YOU SOME TIPS ON HOW TO GET IN HERE MAYBE A LITTLE EASIER.

AS ALWAYS, JANE ACCIDENT OUR WONDERFUL CAPTIONS, WE THANK YOU FOR BEING HERE,

[APPLAUSE]

THANK YOU ALL. GREAT.

>> GRACE: CAN WE HEAR FROM THE NEW PEOPLE?

>> PAT: CAN YOU RAISE YOUR HAND IF IT'S YOUR FIRST TIME HERE. JUST TELL US YOUR NAME AND HOW YOU FOUND OUT ABOUT US.

>> CHRIS CAMILLERI. I THINK ON LINE I FOUND OUT.

>> PAT: THANK YOU, CHRIS, WELCOME. GOOD LUCK ON YOUR COURT.

IF ANYBODY HAS ANY INPUT CHRIS HAS ISSUES WHERE HE'S TRYING TO HEAR WHILE IN COURT. IF YOU HAVE EXPERIENCE WITH THAT, LOOKING FOR INTERPRETERS, ACCESS, ACCOMMODATIONS.

>> IF ANYONE HAS REFERENCE TO AN ATTORNEY WHO WOULD BE INTERESTED IN HELPING THE HEARING-IMPAIRED, PLEASE LET ME KNOW THE CONTACT.

>> PAT: CAN SOMEONE INTERPRET FOR ?US
THOMAS IS DEAF. I BE WE HAVE SEVERAL PEOPLE HERE WHO USE ASL.
INTRODUCE YOURSELF TO THOMAS AND GIVE HIM A HAND. WE ARE GLAD YOU ARE HERE.

I ASSURED HIM, OF COURSE IT'S ALL RIGHT.
OVER HERE IN THE BACK?

>> I AM MICHAEL I FOUND OUT THROUGH HER.
[APPLAUSE].

>> PAT: WELCOME.

>> MY NAME IS DAVE AND I LIVE IN HOLLYWOOD, AND I THINK I FOUND THE GROUP ON FACEBOOK. THANK YOU FOR HAVING ME T. I APPRECIATE IT.

>> PAT: I KNOW YOU ARE HERE FOR THE FIRST TIME.

>> MY NAME IS DON. THIS IS MY FIRST TIME T DIRECTED HERE BY MARCIA BEHIND ME. I AM A NOVICE WHAT'S AVAILABLE IN THE HEARING AID FIELD.

>> I AM MICHELINE, I LIVE IN SAN DIEGO. MY GIRLFRIEND MITZI TOLD ME ABOUT THIS. AND ACCOMPANIED HER, AND STARTING TO FEEL I HAVE A HEARING LOSS. THIS IS A GREAT GROUP.

>> PAT: YOU KNOW IF THERE IS A CHAPTER IN SAN DIEGO? CHECK IT OUT. KU COME HERE. WHICH WE HOPE YOU WILL VISIT US AGAIN. THEY HAVE A GREAT GROUP DOWN THERE TOO.

I AM SO EXCITED TO SEE A FULL ROOM. I THINK WE WILL OUTGROW THIS ONE TOO. SEE YOU NEXT MONTH ON THE 25TH WHERE WE TALK ABOUT WHAT'S NEXT FOR OUR CHAPTER.

BYE-BYE.