

NM Hearing Aid Sales Contract Revision

From: Juliette Sterkens <Juliette.Sterkens@outlook.com>

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Sent: Sat, Oct 12, 2019 10:57 AM

Subject: NM Hearing Aid Sales Contract Revision

To whom it may concern,

As an audiologist with 40+ years of experience, who owned a private practice for over 25 years and currently working as a consumer advocate I feel compelled to again write to the NM Licensing Board to strongly advise against adding a blanket telecoil statement on the hearing aid purchase agreement ***without*** requiring the consumer and the client to initial that this action actually took place.

Failure to inform clients about all hearing aid options that may help them hear in places where we know hearing aids are unable to deliver, prior to their purchase, is a major complaint I hear from hearing aid consumers around the country. This is ***exactly*** what this legislation is trying to stop. Not unlike purchasing a car and not being totally informed that one should also purchase headlights – in order to be able to drive it in the dark. The consumers who introduced this legislation are simply trying to get providers to practice according to recognized best practices. NOT requiring consumers to sign off that this counseling took place (an action that at best will take 20 or 30 seconds to complete) sounds evasive and frankly, a bit shady.

Case in point: I share a letter I received this morning from a consumer in Chicago who, in his 20 years of using hearing aids – he is now in his 70's, was NEVER told about telecoils. If consumers don't hear about telecoils from hearing care professionals, then who?

I implore you to act on behalf of consumers and protect them, not the providers which, incidentally, will help raise the level of service by hearing aid professionals and set an example for other states to follow.

Regards,

Juliette Sterkens, AuD

Hearing Loop Advocate