

# Pacific Hearing Service News

Winter 2008

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## We Love Our Community!

At Pacific Hearing Service, we believe in giving back to the community we live in. In celebration of Valentines Day, during the months of February and March, we will be collecting donations for Haven House in Menlo Park. Haven House is part of the Shelter Network providing transitional housing and comprehensive services for homeless families. Please come by when you are in the neighborhood and drop off your donations. Items they are in need of are listed below:

- ♥ Tablecloths
- ♥ Toiletries (shampoo, soap)
- ♥ Kitchenware
- ♥ Cleaning Supplies
- ♥ Office Supplies
- ♥ Lamps
- ♥ Microwave
- ♥ Disposable diapers

## It's a New Year at Pacific Hearing Service!

**A** New Year brings change and 2008 has brought big change to Pacific Hearing Service. As many know, Jennifer Fargo Lathrop, co-owner (with Jane Baxter) of Pacific Hearing Service and manager of the Los Altos office, has provided outstanding service to those with hearing impairment since she took ownership in 1979. On Dec. 31, 2007 Jennifer officially retired to pursue a career in the ministry. We are sad to say goodbye to Jennifer. She will be greatly missed. Jennifer has passed the baton and we are happy to announce that Deborah (Debbie) Clark, an employee of Pacific Hearing Service for 10 years, has now joined Jane Baxter as co-owner of PHS.



What does this mean for Pacific Hearing Service? Since this transition is within the Pacific Hearing Service family, we think it means you will notice very little difference in the day-to-day operations. Jane and Debbie continue to be committed to offering premiere service in addition to advanced technology options.

Many of you already know Debbie from the Menlo Park (formerly Atherton) office. Debbie will continue to work in the Menlo Park office three days a week. In addition, she will be spending two days a week in the Los Altos office and looks forward to meeting new people in Los Altos. Jennifer will continue to work in the office during this transition until the end of February. Brook Raguskus, an audiologist at Pacific Hearing Service for the past 11 years, has been promoted to manager and will manage the Los Altos office when Debbie is in Menlo Park.

Debbie was responsible for creating our *What to Expect From Amplification* series of classes several years ago and continues to teach some of the classes in our Menlo Park office. She came to Pacific Hearing Service with a wealth of experience from her many years of working in hospital and university settings including Vanderbilt University Hospital in Nashville, Virginia Mason Hospital in Seattle and the University of Washington Speech and Hearing Clinic.

Jane has been co-owner of Pacific Hearing Service for 22 years. Jane brought to PHS her expertise in diagnostics and hearing aids from her work at the VA Hospitals in San Francisco and Martinez, and Stanford University Hospital. Her patients know her as a person willing to go the extra mile to give them the best hearing possible.

Jane and Debbie are both working on their doctorate degrees in audiology through a distance learning program at Pennsylvania College. This is a special program designed for experienced professionals already working in the field. They are both interested in making contributions to the field of Audiology. Together they recently wrote a chapter on Designing an Audiology Practice for an Audiology textbook which will be used by many graduate students.

It's a New Year with big changes for us. It is our sincere intent that this will be a seamless transition for our valued patients. You will still see familiar faces in both offices. Jane and Debbie are excited about their new partnership and will continue to offer outstanding products and services you have become accustomed to.



## A Special Thank You

Jane Baxter and Deborah Clark would like to say a special Thank You to Jennifer Fargo Lathrop for extraordinary dedication to the ongoing development of Pacific Hearing Service. It was her original vision of providing premiere service to hearing impaired people in the Bay Area that has helped to make Pacific Hearing Service what it is today. Jennifer, we wish you well and know that your many talents; determination, commitment to ethics, organization (not to mention a good heart) will be a gift to those you meet in your new career as a chaplain.

# Technology We Are Excited About

**Debbie:** Right now I'm excited about the Oticon Epoq. This technology has been around almost a year and we have had great success with it. Most people with hearing impairment wear a hearing aid in each ear. The Oticon Epoq XW provides "binaural interaction". This means the two



hearing aids communicate with each other. Because of this ability, it more closely mimics the way the

natural ear works. The result? More natural sound of your own voice, better sound localization, improved communication in complex listening environments, and more advanced control of feedback. These features alone cause this product to stand out. In addition, if you are interested in *cell phone compatibility*, an optional interface device called a streamer is available. The streamer allows you to interface your hearing aids and your Bluetooth cell phone. This means you can hear your cell phone through your hearing aids. Not only does this offer hands-free convenience, it also allows you to hear the phone in both ears simultaneously. This is a huge boost for those who have difficulty hearing on the phone since, as we all know, two ears are better than one! The streamer is also compatible with many other Bluetooth devices.

The Oticon Epoq XW is available in a variety of styles including all of the custom in-the-ear styles (some features are not available in the completely-in-the-canal style), behind the ear and open ear. Currently it is appropriate for people with mild to moderately-severe hearing losses.

**Jane:** If you have been to the Menlo Park office recently, you may be aware that we now have an **Assistive Device Display Area**. As great as hearing aid technology is these days,

we know that there are still specific situations which are difficult for many people with hearing impairment. There are two devices which I am particularly excited about. First, is the **Bluetooth Beetle**. If you have a Bluetooth phone but are not yet ready to purchase new hearing aids, the Beetle is a great option. It is compatible with all telecoil activated hearing aids. If you aren't sure whether you have the telecoil feature in your aids, call our office and we can help you determine if this device is right for you.

If understanding what is said on TV is frustrating for you, the **Loop System** may be the perfect solution. This is also a device that is compatible with telecoil activated hearing aids. A wire loop is installed around the perimeter of the room and connected to your television. All you have to do is turn on the TV, put your hearing aids in telecoil mode, and the audible signal from the TV is transmitted directly to your hearing aids. Pacific Hearing Service can help you arrange for the installation in your home which takes about an hour. If you are interested, call the office to schedule a demonstration. We have "looped" our display area and are happy to show you how this system works.

**Brook:** I'm excited about the performance of the Phonak MyLink. It's great for people who currently use hearing aids but desire even better speech understanding in noise or at a distance. This is a wireless FM system that is compatible with any hearing aid that has a telecoil. The MyLink can provide much easier listening for situations like lectures, restaurants, parties, home, television,

stereo, MP3, and the car. Not only does MyLink make understanding easier for the listener, but spouses and family members tell me how much more enjoyable it makes communication for them, too.

The Phonak MyLink comes with three levels of microphone technology from simple to sophisticated. The EasyLink is streamlined and simple to use, and for gadget lovers the SmartLink includes Bluetooth technology for use with cell phones, remote control options for certain hearing aids and adjustable directional microphones to deal with various background noise situations. There's also the ZoomLink for those who need something in between.

**If any of these technology options sound interesting to you, please call our office to schedule a consultation.**

**Los Altos (650) 941-0664  
Menlo Park (650) 854-1980**

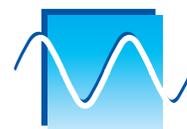
## What to Expect from Amplification

Have you ever wondered why new hearing aid users often have difficulty adjusting to amplification? Do you ever go to noisy restaurants and wish you could find a quieter table? Are you curious about how best to take care of your hearing aids? If so, sign up for our complimentary "What to Expect from Amplification" series of classes. Each class is offered monthly. For more information call either our Menlo Park office (650-854-1980) or Los Altos office (650-941-0664). You can also see the class schedule on our new website: [www.pacifichearingsservice.com](http://www.pacifichearingsservice.com).

## Check Out Our New Website!

In January, 2008, Pacific Hearing Service launched a new website. Please visit us at [www.pacifichearingsservice.com](http://www.pacifichearingsservice.com). You might see some familiar faces!

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