

Helton Hearing News

November, 2010 Volume 1, Issue 1



Dr. Will Helton, Au.D., FAAA, CCC-A
Board Certified Doctor of Audiology

Greeting from Dr. Will Helton

This newsletter is designed to help us keep in touch with you. We value your loyalty and continually strive to provide the very best hearing healthcare possible.

As most of you know, my wife Gee and I purchased Micken Hearing in January 2010. It has been an honor to continue the fine tradition of excellence established by the Mickens. We feel very fortunate to have experienced consistent growth over this past year and have made some exciting changes to the practice. Office renovations have helped create a more productive workspace for our expanding staff. We've made some upgrades to our computers and software, our phone system, and our testing equipment. All of these changes will help us provide more efficient patient care.

My wife and I moved from Texas where I completed my Bachelor and Doctoral degrees at the University of North Texas. Relocating to Bozeman, MT has been such a positive experience for us. We are comfortably and happily settling into this new western lifestyle. We are already starting to enjoy the many benefits of our new "**home town**" of Bozeman.

Finally, owning our own practice has helped my wife and I fulfill our lifelong dream. I feel extremely fortunate to have chosen a career path in audiology. ***I believe that providing better hearing opens the door to a more fulfilling and active life for people with hearing loss.*** It's an honor and a privilege to play a role in increasing a patient's quality of life. We look forward to continuing the exceptional hearing healthcare services you have come to expect.

Our Mission

Helton Hearing Care strives to enhance the quality of life and sense of well-being of our valued patients and their families by providing exceptional, reliable and ethical hearing healthcare and exceeding the patient's expectations at every level.

What makes us different is our no-pressure and patient/family centered approach. Our focus is, at all times, to empower our patients who desire better hearing. ***You will never be pressured to purchase or to make an immediate decision!***

Special Opportunity – Walk-in Hours

In order to upgrade our continuing commitment to provide the best customer service possible, we're excited to announce the creation of **walk-in times**. There is no charge for this service and **no appointment is necessary**. If you need service but cannot come at this time please call for an appointment. It's important to remember that *this special walk-in service is available only for hearing aids that need to be cleaned or checked*. If you need a program change or a hearing test, please schedule an appointment.

Walk – in hours:

Mon – Fri

11am - Noon

We are a Friend of the Ellen Theatre

We have **good news** for those who appreciate the plays at the Ellen Theatre. This community space has become friendlier for the hard of hearing. With our contribution, the Ellen Theatre is now equipped with hearing assistive technology. The new system includes an FM transmitter, plugged directly into the sound board, which sends out a signal to eight Williams Sound transceivers in the audience. These eight (8) receivers can be loaned out per performance. There is no cost to you associated with the receivers. These receiver/headphone sets are designed to replace your current amplification during the show. **DO NOT wear your hearing instruments while you use the headphones.**

Please keep in mind that receivers are reserved on a first come, first served basis. Reservations can be made by calling the Allen Theatre at 585-5885. You will be requested to leave a drivers license or a credit card during the loan out period.

We are proud to support our local community!

Hello from Our Staff at Helton Hearing Care



Dr. Will Helton, Au.D.
Co-owner & Audiologist

We are committed to the same level of patient care that the Mickens established. Other than a few new faces, you will find business as usual here. Please feel free to drop in and meet us if you are nearby.



Gee Helton
Co-owner & Manager

I am so excited to be in Bozeman and work together with my husband, Dr. Helton. It's our lifelong dream to own our private practice and it's wonderful to have such an opportunity. The Mickens were fortunate to have several audiologists express interest in purchasing their practice and felt confident that my husband and I had the most sincere desire to carry on the tradition of strong professional ethics and great patient care.

My goal for Helton Hearing Care is, **"We would like Helton Hearing Care to be a place that provides excellent patient care and makes a difference in the live of our patients."** Seeing big smiles on our patients' faces after we help them hear again always makes my day.

I am proud to be a part of Helton Hearing Care and look forward to meeting you.



Shey Mayland, M.S.
Audiologist

Helton Hearing has been a great place for me to continue my career in the private sector. I have worked at the clinic on a part-time basis since June and I feel blessed to be a part of their 'family.' The Helton's and the caring staff of Helton Hearing will always be available to help all patients - no matter their need(s).

Yes, I 'm still here! Crystal and I will be providing you the same great customer service you received with Micken Hearing. In addition to this the Helton's are giving me a great opportunity to advance my education by becoming a Hearing Instrument Specialist. What this means to you is that I will be able to assist you with even more of your hearing needs. Thank you for your support in the past and I look forward to serving you in the future.



Joyce McCarver
Audiologist Assistant



Crystal Avaro
Audiologist Assistant In-Training

Hi everyone! You may have seen me in the past at the front desk, but now I'll be helping you with your hearing instrument repairs. I am currently in training as an audiology assistant and will travel to receive my certification in occupational hearing conservation in mid-November. **Visit me by appointment or during our new walk-in hours from 11 a.m.-12 p.m. daily** for clean and checks, tubing and other quick repairs.



Kristi Kendall
Patient Care Coordinator

Like the Mickens before them, the Heltons understand that our practice is only successful if we have happy, informed patients who are hearing their very best. It is a pleasure to be a Patient Care Coordinator in an office where the emphasis is truly "care". I look forward to continuing to be a part of the Helton Hearing Care team.



Dana Pulliam
Patient Care Coordinator

New to the hearing healthcare field, I am amazed at the technologies currently available. Even more impressive is the precision that Drs. Helton and Young provide in tailoring those technologies to each patient's individual needs and lifestyle. I am delighted to be a part of this caring, competent team!

Introducing Dr. Dawn Young



Dr. Dawn Young, Au.D., FAAA
Doctor of Audiology

We are pleased to introduce **our new audiologist, Dr. Dawn Young.**

Dr. Young is an Idaho native who completed both her Bachelors and Doctorate degrees in Audiology from Idaho State University. She has worked in many settings but most recently she spent some time in New Zealand, helping people with their hearing needs and doing a little exploring as well.

Message from Dr. Young:

"I am so excited to be in Bozeman. There is nothing

quite as nice as finishing up a day of hiking, reeling in a big catch, or skiing down a mountain of fresh powder, and Bozeman is just the place for all of that and so much more.

It is so great being part of the team at Helton Hearing Care. I have the most rewarding job; I help people with their hearing health. I get to show people what hearing instruments can do

for their life, and give them all the information that they need to know to make an informed decision about their hearing future. There are so many options available, so there is no reason to put off hearing better for another day."

Don't forget...
Walk-in hours:
Mon – Fri
11am – Noon
For HA clean and check

One of Our Success Stories from Dr. Frank Seitz, Bozeman

In the words of Dr. Frank Seitz, *"My Hearing loss is debilitating; at worst, devastating. Dr. Will Helton and his staff understand that. They have taken the time to understand me, my particular auditory needs, and use their significant technical skills to help me and improve my hearing. More than "improve" actually. Will has introduced me to hearing aids that have brought me*

as close to normal hearing as I've been in years. No magic here. Just a quiet, courteous, respectful competence that has handed me back my life.

"A bit dramatic", you might think. "Yes." I would answer. I'm back to interacting with family and friends like I used to. At my 50th high school reunion, for example, I joked with several groups in a room full of people...and heard them. I talked to my soft-spoken granddaughter

about vampires and volleyball, and heard her. I lectured to a group of medical students and heard the subtle nuances in their questions and comments. My wife put it best: "Frank, you're back." Yes, I am. And how do you thank people like Dr. Helton and his staff for "bringing me back?" I'm working on it.

You will not regret bringing Dr. Will Helton and his team into your life. It's one of the best decisions I've made in mine."

TIP TO PREVENT FURTHER HEARING LOSS

- Wearing hearing protection in noise
- Limit your exposure to loud noises
- Alternate a noisy activity with a quiet one to give your ears a rest

Technology Update

For those of you considering upgrading your present hearing instruments, we're excited to let you know about **Oticon's newest technology, the Agil-Pro.** We have fit a number of these devices and have received rave reviews from our patients.

Benefits include:

- Works in harmony with your brain to let you hear voices and sounds more clearly.

- Lets you follow conversation by protecting speech information and reducing distortion.
- Provides a full breadth and range of music when you stream through any Bluetooth device.
- Stylish and comfortable – so small, no one will even notice you're wearing a hearing device.

- Can wirelessly connect to your cell phone, TV or just about any device with an audio output to boost your enjoyment of hearing and listening.
- If you have interest in learning more about these hearing instruments, please call to schedule an appointment. We would be happy to arrange a demonstration of this amazing new technology!



"Our 2-Day Special Event is coming up – See page 4 for more details".



Formerly Micken Hearing Services

Helton Hearing Care
1008 North 7th Ave., Suite H
Bozeman, MT 59715

TEL. (406) 586-0914

www.heltonhearing.com

**“BETTER HEARING IS OUR
BUSINESS.”**

OUR WALK-IN HOURS:

Mon – Fri

11am - Noon

OFFICE HOURS:

Mon – Thurs 9 - 5

Fri 9 - 4

OUTREACH OFFICES

Call the main office to make an appointment.
586-0914 or 1-800-371-0914

Livingston: Every Other Friday at the Park Clinic

Next Clinic Dates:

November 5, 12

December 3, 17

Ennis: Every 3rd Wednesday at Madison Clinic

Next Clinic Dates:

November 10

December 15

COMING SOON!

Our 2-Day Special Event

Mon, Nov 15th & Tue, Nov 16th, 2010 (by Appointment Only)

Experience Agil and see how it improves your hearing and understanding
of what others are saying.

Call today to reserve an appointment for your:

❖ Complimentary hearing screening ❖ FREE demonstration of Agil

This event is only for your information. No hearing aids will be sold during this event.



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Bozeman, MT 59715

Return Service Requested