

## About the Practice

Family Audiology is the only AudigyCertified practice in the area. We were selected as one of the top 250 private hearing care practices in the nation, all of whom strive to provide unsurpassed patient care and quality service for your complete hearing healthcare needs.

Family Audiology is a full service, privately owned practice that provides complete diagnostic and rehabilitative audiology services to patients from birth through adulthood. Our highly trained audiologists have over 17 years of combined clinical experience.

Our vision is to become the most respected and sought after hearing care provider in Greater Binghamton. We will earn our customers' loyalty through enthusiasm, integrity, and teamwork; providing the most innovative technology and superior, competent care.

**"Enhance your hearing experience  
with our expertise"**

## Family Audiology is located at:

800 Hooper Road, Suite 370  
Endwell, New York 13760  
Phone: (607) 786-5130  
Fax: (607) 786-4637



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## The AudigyCertified 100% Satisfaction Guarantee



## Family Audiology, PLLC

a member of **AUDIGY GROUP<sup>TM</sup>** LLC



[www.familyaudiologyonline.com](http://www.familyaudiologyonline.com)

## 100% Service Satisfaction Guarantee

Family Audiology is pleased to provide you with a 100% service satisfaction guarantee that includes the following benefits and services:

- 75-Day Exchange or Return Period
- 75-Day Technology Education Program
- 75-Day Technology Upgrade Value Protection Program
- AGX Repair Warranty Program
- AGX Loss and Damage Insurance
- AGX Free Battery Program
- Complimentary In-Warranty Annual Cleaning and Check-Up for your Hearing System
- Complimentary In-Warranty Re-Programming and Re-Calibration of your Hearing System
- Complimentary Insurance Inquiries and Claim Processing

## Who is Eligible for Services?

All patients who purchase hearing aids(s) will be provided with our 100% Service Satisfaction Guarantee.

## Appointment Protocol

- Arrive 10-15 minutes prior to your appointment in order to have enough time to fill out paperwork.
- Our Audiologists require that you bring a familiar voice to your evaluation to serve as a control sound that will provide a means for comparing daily sounds vs. sounds with amplification.
- Please bring identification as well as your insurance cards with you to your appointment.
- If your insurance requires a referral, please have your physician issue one prior to your appointment. If no referral is required, our office follows the Medicare guidelines in which your physician will issue a prescription for an evaluation.

Family Audiology PLLC's eligibility for hearing healthcare benefits are determined by the same rules that apply to your other healthcare benefits.

Not to be combined with any other offers

## Family Audiology Offers the Following Services

- Diagnostic evaluation
- Hearing aid fitting, dispensing, and maintenance
- Rehabilitative services
- Hearing aid consultations
- Free demonstration of advanced hearing aid technology
- Complete Hearing Healthcare Program provided with all new digital hearing aid purchases
- Custom ear molds
- Custom hearing protection
- Custom earpieces for iPods and cell phones
- FM systems
- Musician plugs and swim molds

Participants with most major insurance companies - Aetna, Blue Cross/Blue Shield, CDPHP, Empire, Medicare, MVP, RMSCO, Touchstone, & United Healthcare

Financing options available.