



Payment Options

A patient's initial consultation with Audio Recovery will take about 60-90 minutes. The audiologist will discuss and recommend the type and technology of hearing aids that would be appropriate for the patient's specific hearing loss and needs. At this appointment, a patient will have the opportunity to have hearing aids demonstrated to replicate the experience of hearing well again. If a patient chooses to place a hearing aid order at this time, a \$100 non-refundable fitting fee will be due.

The hearing aids are usually delivered within two weeks. The patient will be scheduled to return for a one-hour appointment to have the hearing aids fitted and programmed. This appointment will begin a 30-day assessment period. This assessment period will help the patient evaluate the benefit of the hearing aids in their everyday life. The assessment period also gives the patient valuable time to adjust to the hearing aids. During this time, appointments will be scheduled with the audiologist to help the patient gradually adjust to their appropriate hearing level.

There are three options available for payment. This will need to be decided before the hearing aids can be ordered. If the patient is unable to derive benefit from the hearing instruments and returns them in good condition within the assessment period, the patient will be refunded all money paid, with the exception of the \$100 non-refundable fitting fee.

Payment Option One—payment is due in full when the patient is fit with the hearing aids. The benefit of this option is when the patient successfully completes the 30-day assessment period; they will receive a two-year supply of batteries for the hearing aids. The battery supply is valued at \$100-\$500.

Payment Option Two—payment is due in full at the end of the 30-day assessment period. The patient must pass a credit check for this option, but the benefit of this option is that only the non-refundable fitting fee is due up front. No free batteries are given with this option.

Payment Option Three—payment can be financed through a loan program with *BancFirst* or financing through Wells Fargo.

BancFirst Stillwater has partnered with us to offer our Oklahoma patients financing for their hearing aids. *BancFirst* offers our patients a three-year term at a 6% interest rate. After

BancFirst approves the financing, the hearing aids will be ordered. The patient will be fit at that time and will also be eligible for the two-year battery supply.

Wells Fargo has short term, no-interest options and longer term, fixed rate options that can be approved quickly (usually within 15 minutes)and with very little additional information. Patient will be eligible for the two-year battery supply. Please let your audiologist know if you would like more information on either *BancFirst* or Wells Fargo options.

Office Hours—our office is open on Monday through Thursday from 8 AM until 5 PM. Our Friday hours are from 8 AM until 4 PM. The office is closed for lunch every day from noon until 1 PM.

Laboratory—our laboratory is available to our patients whose hearing aids need a cleaning, retubing, dome changes or simple repairs. Our technician works by appointment during our regularly scheduled hours. Please call the front office to schedule for his services.

Appointments/Cancellations—our audiologists work by appointment only. Please call the front office to schedule for their services. The front office should also be called for any cancellations. Please call 24 hours in advance to cancel or reschedule an appointment.

	30-day money back trial period	Full payment at time of initial fitting	Free 2-year supply of batteries
Option 1	✓	✓	✓
Option 2	✓	✗	✗
Option 3 - BancFirst	✓	✓	✓
Option 3 – Wells Fargo	✓	✓	✓