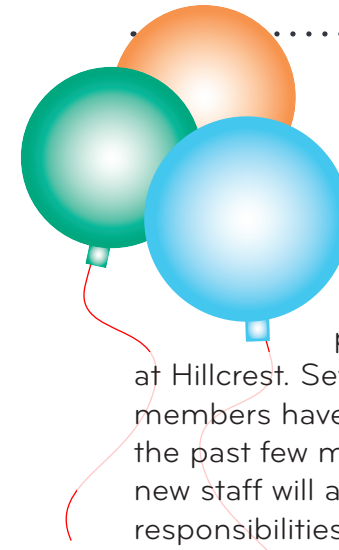




Troy: 937.222.0022  
 Dayton: 937.222.0022  
 Centerville: 937.435.7476  
 Englewood: 937.832.3582

# HILLCREST HEARING & BALANCE CENTER

FALL 2016



## EXCITING NEWS AT HILLCREST!

We are pleased to announce new staff and promotions at Hillcrest. Several team members have resigned over the past few months. Our new staff will assume their responsibilities and provide first rate service to you.

Our new audiology staff comes to us with state of the art, current education from their graduate programs and with great enthusiasm to deliver great care to our patients. It works very well to have a combined clinical team comprised of professionals with many years of experience and those who are new to the profession. We all learn from one another and this keeps our program fresh, technologically current and energized!

We are adding front desk coordinators also. This group of administrative professionals keeps our centers running smoothly by scheduling your appointments, working with insurance companies, maintaining records and answering many questions each day for many people.

This is all done while they are front-and-center at the front desk. We couldn't provide care without them!

We are adding a new job role to the Hillcrest team: Audiology Assistant. Our Audiology Assistants, Lisa and Brittany, will be trained through intensive classroom, online and hands-on learning under the direction of our lead hearing aid audiologist, Dr. Felicia Boubin.

This new position is designed to improve access to care for our hearing aid patients and to reduce waiting time for routine service appointments. Lisa and Brittany will continue to help with appointment scheduling, hearing aid warranties and accessories.

Complex questions or situations will be referred to your audiologist or hearing aid specialist...so you are ensured of the best care. We are excited to be adding this supportive-care position at Hillcrest!

We have much positive staff and program activity happening – all designed to best meet your hearing health needs!

## IS YOUR HEARING DECLINING?

Please schedule an appointment today at one of our four convenient locations:

**CENTERVILLE**  
 6601 Business Parkway  
 Centerville, OH 45459  
 937.435.7476

**DAYTON**  
 1222 South Patterson Blvd.  
 Dayton, OH 45402  
 937.222.0022

**ENGLEWOOD**  
 9000 North Main Street, #319  
 Englewood, OH 45415  
 937.832.3582

**TROY**  
 1861 Towne Park Drive, #H  
 Troy, OH 45373  
 937.222.0022



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



- 5 Tips for Communicating to People with Hearing Loss
- Meet Our New Staff

Call one of our four convenient locations today!

# INSIDE

What's



Troy: 937.222.0022 • Dayton: 937.222.0022  
 Centerville: 937.435.7476 • Englewood: 937.832.3582

# 5 TIPS FOR COMMUNICATING WITH PEOPLE WHO SUFFER FROM HEARING LOSS

Throughout a normal day, the average person carries on numerous conversations with family, friends and colleagues with ease. However, for a person with hearing loss, listening can be physically and mentally draining. While people with normal hearing can listen passively while doing other things, a person with hearing loss has to put every ounce of effort and concentration into a simple conversation.

If you regularly communicate with a person who has hearing loss, here are five helpful tips on how you can more successfully connect with them.

## 1. Speak Closely

Directly face the person while speaking to them in the same room. Many experts agree that hearing aids are most effective with sounds coming from three to six feet away.

## 2. Clear and Concise

Speak clearly and slowly but without exaggerating words and sounds. Try to avoid having anything in your mouth like chewing gum.

## 3. Limit Background Noise

Avoid or minimize background noise like television, appliances or music.

## 4. Conversation Starter

Make sure to have the person's attention before you begin speaking. One good way to do this is to say the person's name before beginning a conversation. This gives the listener a chance to focus his or her attention and reduces the chance of missing words at the beginning of the conversation.

## 5. Visual Cues

Visuals like gestures and facial cues are an important part of listening comprehension for those with hearing loss. Avoid putting your hands to your face or over your mouth when you speak as that may hide these cues.

**We encourage you to take the first step toward better hearing and make an appointment for a consultation. Call one of our four convenient locations today!**

**Troy: 937.222.0022 • Dayton: 937.222.0022**

**Centerville: 937.435.7476 • Englewood: 937.832.3582**



### Anne Antalovich, Au.D:

Dr. Antalovich joined the Hillcrest team in June after earning her Doctorate in Audiology from OSU. She spent the past year working as a fulltime extern with the VA Health System in Dayton. Her hearing aid practice is in our Englewood office; she also sees clinical patients in

our Dayton and Centerville offices. Outside of work, she and her fiancé love their pug-puppy, Louie. They will be getting married next summer in Cleveland – we all wonder if Louie will be the ring-bearer! She also enjoys outdoor activities.



### Allie Armstrong, Au.D:

Dr. Armstrong joined the Hillcrest team in June after working for an ENT practice in rural NC where she was the lead clinician. She is happy to return to the area. She earned her doctorate from UC.

Her hearing aid practice is based in our Centerville office;

she sees clinical patients in our Dayton and Englewood offices. Outside interests include: ballet and gymnastics, playing guitar, photography and travel. Her celebrity claim to fame is that she was in a movie with George Clooney and Ryan Gosling.



### Andrew Kibelbek, Au.D:

Dr. Kibelbek joined the Hillcrest team in August after earning his Doctorate from UC. He spent the past year working as a fulltime extern with the VA Health System in Lexington.

His hearing aid practice is based in our Centerville office

and he also sees clinical patients in Englewood and Dayton. Outside interests include: Star Teck, Star Wars and Doctor Who, writing science fiction and choral music. In college, he sang the bass aria in PDQ Bach's "The Seasonings".

# MEET OUR NEW STAFF



### Rachel Ranz, Au.D:

Dr. Ranz joined the Hillcrest team in July after earning her Doctorate from UC. She spent the past year working as a fulltime extern with the VA Health System in Pittsburgh. Dr. Ranz sees CI/BAHA and hearing aid patients in Centerville and she sees clinical patients in

Englewood and Dayton.

Outside of work, she loves anything Disney, is a great cook and is a Bengals fan. She shares the same birthday with her mom and her best friend. She has a cat named Ralphie.



### Sarah VonderBrink, 4th Year Student Extern:

Sarah joined Hillcrest in June as a 4th year extern in her doctoral program; she will graduate in Spring of 2017 from the Northeast Ohio AuD Consortium. All of her clinical work is supervised by an experienced Hillcrest audiologist.

Last summer Sarah joined a team of 8 on an ENT mission trip in Pucallpa Peru. They were able to see 100 people in 5 days; she saw 50 patients for hearing tests and hearing aids. She reports it to be a fun and very rewarding experience.



### Brittany Blosser, Audiology Assistant:

Brittany has been promoted from coordinator to Audiology Assistant. Brittany has excelled keeping the front desk working smoothly and in training new coordinators. Brittany earned a Bachelor's degree in Psychology from Wright State and joined Hillcrest in January 2015.

Brittany enjoys football—her teams: the New Orleans Saints and the U of MI Wolverines! She says she'll watch any team, any day! As a new homeowner, she is busy making her house her home. Brittany will be training/working as an Audiology Assistant in the Centerville office.



### Lisa McIntosh, Audiology Assistant:

Lisa joined Hillcrest as an Audiology Assistant in May. Lisa earned an Associate's in American Sign Language, a captionist certification, and a BA in Human Services. She worked for 20 years at General Motors and for years as an interpreter in business and educational settings.

Lisa has 2 children and a dog and a cat. In her free time, she loves to read, try new restaurants, and enjoys live theatre, music and comedy shows. Lisa will be training and working as an Audiology Assistant in the Centerville office.



### Kate Gladden, Coordinator:

Kate joined Hillcrest in June. Kate's work experiences as a nursing assistant and as a retail manager combine with her personality to be a successful coordinator. Her attention to detail and her customer skills shine! She works primarily in Centerville and Englewood.

Kate is busy away from work: she and her husband have 2 small children and 2 dogs. She loves spending time with her family and says when her babies go to sleep, she eats all the snacks she doesn't want to share with them!



### Lara Dailey, Coordinator:

Lara joined Hillcrest in August. Lara's years in the workforce at the base, in event planning and catering and in front desk coordination for a small local business has trained Lara to be a "Jack of all trades" with

Hillcrest. Her organizational skills, customer service approach, and creativity make her an excellent team addition.



### Megan Bateman, Coordinator:

Megan joined Hillcrest in August, having recently moved to Dayton from New Mexico. Her degree and experience in the hospitality industry have trained her to focus on customer service and front desk organization.

She is happy to be back in the eastern part of the country—and into the very green area of the Miami Valley. Megan will be based in our Centerville office.



### Megan Daniel, Coordinator:

Megan joined Hillcrest in August. Her work experience as a licensed hair stylist has prepared her very well to provide excellent service at our front desk. She works

primarily in our Centerville office. Megan's outside interests include her family, outdoor activities and reading.