

Dear Providers,

**“I will take care of you.”**

These six words are so simple, yet they are extremely powerful. I say this to every patient with conviction, knowing full well that I intend to take care of them, as a person. It is easy to get caught up in the problem and focus on the ‘it’ of the day. However, it is my personal goal to look beyond the ‘it’ problem and realize the issue is more than technical issue with a hearing aid or a communication difficulty caused by a hearing impairment. The ‘it’ impacts each patient physically, emotionally and psychologically.

Helen Keller is quoted as saying, ““Blindness separates people from things; deafness separates people from people.” When we think of going blind we are immediately fearful. Not so much when we think of losing our hearing. Interestingly, however, studies performed on the deaf/blind population show that those who suffer from both, overwhelmingly rate the hearing loss as more significant. Please, read that sentence twice this has been documented repeatedly and I see it and hear it every day from patients.

Hearing loss is an invisible disease that has a major impact on how my patients interact with other people AND how those people interact with them. Many of my patients report that they stop participating in the social functions that they once enjoyed, e.g. they withdraw from conversations with family and friends; they no longer go to the theater or to restaurants, etc. One patient told me his granddaughter would cry because she thought he was ignoring her when in reality he cannot hear her. Even more so, I have spouses that report to me that they are no longer participating in activities with family and friends because their partner with a hearing loss is not comfortable participating. Hearing loss is not an ‘it’ problem, hearing loss is a physical, emotional and psychological problem.

When you refer your patients to me, know my goal is to take care of him or her. Taking care of “it” the hearing loss is not enough. I bring people together through better hearing with a comprehensive rehabilitation plan that includes hearing aids, group sessions, individual auditory training and education.

Dr. Jessee and I take care of “you” by caring for your patient. We will change their lives and improve their lives by providing better hearing and re-connecting them to their world. We take this responsibility seriously and never overlook the privilege that it is. As always, thank you for your continued trust and for allowing me to participate in your patient’s life.

**Sincerely,**

**Tanya Karg, Au.D**