

Hearing Aid Survey

Have you ever purchased a hearing aid? If so, please take a moment to complete our hearing aid survey. We will ask about where you purchased your hearing aid(s), what sort of costs were involved, how satisfied you are, etc. Note: This survey is intended for US-based hearing aid purchasers. If you are outside of the United States, or your hearing aids were obtained through the VA, or were paid for by another government entity, please do not complete this survey. Additionally, if your hearing aids were given to you by a friend or family member for free, please do not complete this survey.

Your most recent hearing aid purchase

- How many hearing aids did you purchase?
 - I purchased a single hearing aid
 - I purchased a pair of hearing aids
- Where did you purchase your hearing aid(s)?
 - Local hearing clinic / private practice
 - Name brand stores (Miracle Ear, Audibel, Beltone, Connect Hearing, etc.)
 - Discount Warehouse (Costco, Sams, etc.)
 - Pharmacy Hearing Center (CVS)
 - Ear, nose, and throat doctor
 - Primary care doctor
 - Hospital or university clinic
 - I purchased my hearing aids on the internet
 - A hearing professional came to my residence
 - Other
- Which discount warehouse did you use?
 - BJ's
 - Costco
 - Sams
 - Other: _____
- Which store did you purchase your hearing aid(s) from?
 - Accuquest
 - All American
 - Audibel
 - Avada
 - Beltone
 - Connect Hearing
 - Hearing Life
 - HearUSA
 - Miracle Ear
 - Whisper
 - Zounds
 - Other: _____
- How likely is it that you would recommend this store to a friend or family member looking to purchase hearing aids? (Choose from scale of 1-10.)
- Where did you purchase your hearing aid(s) (*Leave blank if unsure.*)
 - amazon.com
 - audicus.com
 - buyhear.com
 - eargo.com
 - ebay.com
 - fixyourears.com
 - HCS
 - hear.com
 - hearingplanet.com
 - hearstore.com
 - hihealthinnovations.com
 - idealhearingaids.com
 - ihearmedical.com
 - lucidhearing.com
 - mdhearingaid.com
 - Readywear express
 - walmart.com
 - ziphearing.com
 - Other
 - I'm not sure

- When did you purchase your hearing aid(s)? (*Please take a guess if you're not sure.*)
- Did you purchase the same hearing aid brand for both ears?
 - Yes, both of my hearing aids are the same brand
 - No, I purchased two different brands
 - I'm not sure

Your online purchase

- Where did you purchase your hearing aids online?
 - I'm not sure
 - amazon.com
 - audicus.com
 - buyhear.com
 - centuryhearingaids.com
 - eargo.com
 - ebay.com
 - embracehearing.com
 - hearingdirect.com
 - hearstore.com
 - ihearmedical.com
 - lucidhearing.com
 - Other: _____
- How likely is it that you would recommend this website to a friend or family member looking to purchase hearing aid (Choose from scale of 1-10.)

About your hearing aids

- Please write in the brand of hearing aid(s) you purchased. (*Leave blank if not sure*)
- What brands did you purchase?
 - I'm not sure
 - AGX
 - Beltone
 - Bernafon
 - EarLens
 - earVenture
 - Flyte
 - Kirkland Signature (Costco)
 - Miracle Ear
 - Oticon
 - Phonak
 - ReSound
 - Rexton
 - Siemens
 - Signia
 - Sonic
 - Sonitus Medical
 - Starkey
 - Unitron
 - Widex
 - Other: _____
- If you know the model of your hearing aid(s), please type it here (*Skip if not sure. Example "Oticon Opn" or "ReSound LiNX"*): _____
- How likely is it that you would recommend your hearing aid(s) to a friend or family member? (Choose from a scale of 1-10.)

Your hearing aid features

- Which of the following features are available for your hearing aid(s)?
(Select all that apply)
 - I'm not sure
 - Android Compatibility
 - Disposable Batteries
 - Rechargeable Batteries
 - IP Rating (Rated for water and dust resistance)
 - Made For iPhone
 - Push Button
 - Telecoil
 - Volume Control
 - Other: _____

Rating your current hearing aid(s)

- How would you rate the overall sound quality of your hearing aid(s)?
 - Very good
 - Good
 - Acceptable
 - Below average
 - Very poor
- How would you rate the fit (comfort) of your current hearing aid(s)?
 - Very good
 - Good
 - Acceptable
 - Below average
 - Very poor
- How would you rate the battery life of your current hearing aid(s)?
 - Very good
 - Good
 - Acceptable
 - Below average
 - Very poor
- How would you rate the value (cost vs benefit) of your current hearing aid(s)?
 - Very good
 - Good
 - Acceptable
 - Below average
 - Very poor
- How satisfied are you with the Android compatibility features and performance?
 - Very satisfied
 - Satisfied
 - Neither
 - Dissatisfied
 - Very dissatisfied
 - I'm not sure
- How satisfied are you with the iPhone compatibility features and performance?
 - Very satisfied
 - Satisfied
 - Neither
 - Dissatisfied
 - Very dissatisfied
 - I'm not sure
- How would you rate your overall hearing with your current hearing aid(s)?
 - Vast improvement in hearing ability
 - Good improvement in hearing ability
 - Fair improvement in hearing ability
 - No improvement in hearing ability
 - I heard better without my hearing aids.

Your hearing aid preferences

- When purchasing hearing aids, how important are the following?
Choose from: (Very Important, Important, Moderately Important, Slightly Important, Not Important)
 - Accessories (apps, wireless devices, etc.)
 - Rechargeability
 - Reliability
 - Sound Quality
 - Value for money
 - Wireless audio streaming
 - Are there any other important features you would consider when purchasing? *Optional*

Your hearing aid cost

- What level of technology did you purchase?
 - Top end (most expensive)
 - Mid-range
 - Low-end (least expensive)
 - I'm not sure
- What was the total cost of your hearing aid(s) (in US dollars)?

Discount Networks

- Did you use any of the following discount networks to purchase your hearing aids?
 - No, I did not use a discount network
 - American Hearing Benefits
 - Amplifon
 - AudioNet
 - Epic Hearing Healthcare
 - Hear.com
 - Hearing Care Solutions (HCS)
 - HearingPlanet.com
 - HearUSA
 - TruHearing
 - ZipHearing.com
 - I'm not sure
 - Other: _____
- How likely is it that you would recommend this network to a friend or family member?
 - Choose from scale of 1-10.

Your hearing aid warranty

- What was the length of your manufacturer warranty?
 - I'm not sure
 - 1 year
 - 2 years
 - 3 years
 - 4 years
 - 5 years
 - My hearing aid(s) did not come with a warranty
 - Covers manufacturer-caused product faults
- What was the length of your loss and damage warranty?
 - I'm not sure
 - 1 year
 - 2 years
 - 3 years
 - 4 years
 - 5 years
 - My hearing aid(s) did not come with a warranty

Insurance Coverage

- Did your healthcare insurance cover all or part of the cost of your hearing aids?
 - My insurance covered the full cost
 - My insurance covered part of the cost
 - My insurance did not cover my hearing aid purchase
- How much of the cost of your hearing aids did your insurance cover (in US dollars)?
 - Please provide your best estimate: _____
- Who was your healthcare insurance company at the time you purchased your hearing aids?
 - AARP
 - Aetna
 - Anthem Blue Cross and Blue Shield
 - Blue Cross and Blue Shield Association
 - CDPHP
 - Cigna
 - Coventry Health Care
 - EmblemHealth
 - GEHA
 - Group Health Cooperative
 - Group Health Incorporated
 - Health Net
 - HealthPartners
 - Highmark
 - Humana
 - Independence Blue Cross
 - Kaiser Permanente
 - Medica
 - Multi-Plan
 - Premiera Blue Cross
 - Priority Health
 - Regence
 - Tufts
 - UnitedHealth Group
 - My insurance company is not listed
 - I'm not sure
- Please fill in the name of your insurance company or say I don't know.

Local Service

- Who fitted your hearing aids?
 - An audiologist
 - A hearing instrument specialist
 - I'm not sure which type of professional fitted me
 - hearing aids
 - A professional was not involved
- How likely is it that you would recommend your hearing professional to a friend or family member?
 - Choose from scale of 1-10.
- Did your hearing aid purchase include free follow up service with a local hearing professional?
 - Yes
 - No
 - I'm not sure
- How many years of free follow up service were included with your purchase?
 - 1 year
 - 2 years
 - 3 years
 - 4 years
 - 5 years
 - I'm not sure

Accessories

- Did you purchase any additional accessories?
 - Yes
 - No
 - I'm not sure
- Which of the following types of accessories did you purchase?
 - I'm not sure
 - Battery Charger
 - Bluetooth Audio Streamer
 - CROS System
 - FM System
 - Landline Phone Audio Streamer
 - Remote Control
 - Remote Mic Neck loop
 - Remote Microphone
 - TV Streamer
 - Other: _____

About You

All information collected will be anonymized, and will not be used by Hearing Tracker, HLAA, or Katherine Bouton for marketing purposes.

- What country do you live in?
- What is your zip code?
- How much hearing loss do you have? (Check all that apply)
 - Mild
 - Moderate
 - Severe
 - Profound
 - I'm not sure
 - I don't have hearing loss
 - I prefer not to say
- Are you male or female?
 - Male
 - Female
 - I prefer not to say
- How old are you?
 - Under 18 years old
 - 18 to 34
 - 35 to 54
 - 55 to 74
 - 75 or older
 - I prefer not to say
- What is your pretax household income, approximately?
 - Under \$25,000
 - \$25,000 to \$49,999
 - \$50,000 to \$99,999
 - \$100,000 to \$149,000
 - \$150,000 or more
 - I prefer not to say
- What is your current employment status?
 - Employed or homemaker
 - Self-employed
 - Out of work or looking for work
 - Student
 - Unable to work
 - Retired
 - I prefer not to say

Previous hearing aid experience

- How many years have you worn hearing aids, in total?
 - Less than one year
 - 1-2 years
 - 2-4 years
 - 4-6 years
 - 6-10 years
 - 10-15 years
 - 15+ years
 - I'm not sure

- From the time you first learned you had a hearing problem, how long did you wait before purchasing your first hearing aids?
 - I waited 1 year or more
 - I waited 10+ years
 - I waited 2 years or more
 - I waited 3 years or more
 - I waited 4 years or more
 - I waited 5 years or more
 - I waited 6 years or more
 - I waited 7 years or more
 - I waited 8 years or more
 - I waited 9 years or more
 - I waited less than one year
 - I'm not sure

Survey Results

- Would you like to receive updates about the results of this survey?
 - Yes, please subscribe me to the HLAA's Hearing Life e-News (email required)
 - Yes, please subscribe me to the HearingTracker.com Newsletter (email required).
 - No, thank you.

- Email (*Your demographic details will not be shared with your email address.*)