



"TEST DRIVE"

New Technology Available in the Flatirons Audiology Office!

NOVEMBER 15, 2016

Dr. Julie continues to offer her program, once a quarter, in which patients can come in for a special office visit and "TEST DRIVE" the new and exciting hearing products. This event is open to new and existing patients and their friends and family.

Just schedule a time to come in, try a set of the new hearing aids and take them out for a spin for an entire week, at NO COST OR OBLIGATION. No need to wonder if newer technology will help your hearing needs! With our special offer, find out before taking the plunge and making the financial investment!

Please call soon - (303) 664-9111 to schedule your appointment as space will be limited!

THE 10 COMMANDMENTS OF HEARING

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| I. THOU SHALT NOT SPEAK FROM ANOTHER ROOM. | VI. THOU SHALT GET THE ATTENTION OF THE PERSON WITH THE HEARING PROBLEM. |
| II. THOU SHALT NOT SPEAK WITH YOUR BACK TOWARD THE PERSON. | VII. THOUGH SHALT TRY TO SPEAK FACE TO FACE AT ALL TIMES. |
| III. THOU SHALT NOT START SPEAKING AND TURN OR WALK AWAY. | VIII. THOU SHALT REMOVE OBSTRUCTIONS WHILE SPEAKING (YOUR HAND, CIGAR, ETC) |
| IV. THOU SHALT NEVER SAY "NEVER MIND" OR "FORGET IT" WHEN ASKED TO REPEAT. | IV. THOU SHALT TRY TO SPEAK DISTINCTLY. |
| V. THOU SHALT NOT SPEAK IN COMPETITION WITH SOMETHING ELSE. | X. THOU SHALT TRY TO BE PATIENT AT ALL TIMES. |

FLATIRONS AUDIOLOGY, INC. OFFICE HOURS:

Please note we are back to regular office hours.

**Mon., Tues., Thurs., Fri. 9:00 am to 5:00 pm
Wednesday · CLOSED**



GHIRARDELLI® CHOCOLATE CRACKLE COOKIES

INGREDIENTS:

1/2 cup all-purpose flour
 1/4 cup Ghirardelli® Unsweetened Cocoa
 1 tablespoon instant espresso
 1 teaspoon baking powder
 1/8 teaspoon salt
 4 tablespoons unsalted butter
 2/3 cup packed dark-brown sugar
 1 large egg
 4 ounces Ghirardelli 60% Cacao Bittersweet Chocolate Baking Chips, melted and cooled
 1 tablespoon milk
 1/2 cup confectioners' sugar, for coating

PREPARATION:

Stir together flour, Ghirardelli® Unsweetened Cocoa, espresso, baking powder, and salt in a medium bowl. Beat butter and brown sugar with a mixer until light and fluffy, about 3 minutes. Beat in egg until well combined; mix in cooled Ghirardelli 60% Cacao Bittersweet Chocolate. Reduce speed to low, and gradually add flour mixture; beat in milk until just combined. Cover dough with plastic wrap. Freeze until firm, about 45 minutes.

Preheat oven to 350°F. Line 2 baking sheets with parchment. Shape dough into 1/2-inch balls (exactly 1 teaspoon each). Pour confectioners' sugar into a medium bowl; working in batches, roll balls in sugar 2 times, letting them sit in sugar between coatings.

Place on baking sheets, spacing each 2 inches apart. Bake until cookies have spread and coating is cracked, 10 to 12 minutes; cookies will still be soft to the touch. Let cookies cool on a wire rack.

Recipe courtesy of the Ghirardelli®
 Website: <http://www.ghirardelli.com/recipes/chocolate-crackle-cookies/#rIMcA46mHJrDCA04.99>

If you have a favorite cookie you'd like to share, please e-mail Dr. Julie the recipe: drjulie@flatironsaudiology.com

15 QUOTES TO INSPIRE YOU TO BECOME A BETTER LISTENER

"Wisdom is the reward you get for a lifetime of listening when you'd have preferred to talk."
 ~Doug Larson

"One of the most sincere forms of respect is actually listening to what another has to say."
 ~Bryant H. McGill

"If you make listening and observation your occupation, you will gain much more than you can by talk."
 ~Robert Baden-Powell

"Listening is a magnetic and strange thing, a creative force. The friends who listen to us are the ones we move toward. When we are listened to, it creates us, makes us unfold and expand."
 ~Karl A. Menniger

"Most of the successful people I've known are the ones who do more listening than talking."
 ~Bernard Baruch

"Listening is being able to be changed by the other person."
 ~Alan Alda

"Everything in writing begins with language. Language begins with listening."
 ~Jeanette Winterson

"There is as much wisdom in listening as there is in speaking--and that goes for all relationships, not just romantic ones."
 ~Daniel Dae Kim

"The most important thing in communication is hearing what isn't said"
 ~Peter Drucker

"When people talk, listen completely. Most people never listen."
 ~Ernest Hemingway

"Most people do not listen with the intent to understand; they listen with the intent to reply."
 ~Stephen R. Covey

"Friends are those rare people who ask how we are, and then wait to hear the answer."
 ~Ed Cunningham

"The art of conversation lies in listening."
 ~Malcom Forbes

"You cannot truly listen to anyone and do anything else at the same time."
 ~M. Scott Peck

"We have two ears and one tongue so that we would listen more and talk less."
 ~Diogenes

Flatirons Audiology Inc. was recently featured in the August 2016 *Women's Edition, The Magazine for Metropolitan Women*. Below is a reprint of Dr. Julie's featured article. An online version of the article can be found here: <http://womensedition.com/LocalStories/Denver/VDenver.htm>

View
from the Top

Flatirons Audiology

The Better to Hear You With, My Dear

By Marty Coffin Evans

Patients entering the Flatirons Audiology office might think they've opened the wrong door. The aroma of freshly baked cookies greets them, along with the offer of a tasty morsel from the engaging Office Manager, Wendi Gonzales, or the Patient Care Coordinator, Peggy Leggett.

Board-certified Doctor of Audiology Dr. Julie Eschenbrenner is well

trained to address tinnitus and hearing issues, but she also knows about bringing comfort to her patients. "Someone told me I should make cookies for our patients, so I do," Dr. Eschenbrenner explains. She also includes a recipe in her quarterly "Flatirons Audio Scoop" newsletter. "It's a little goofy," she says with a chuckle, "but when people enter my practice, I want them well greeted. I want them to experience an office that isn't traditional."

With cookie in hand, she and her patients settle into exploring the issue that has brought them together. "I treat tinnitus and hearing loss and loudness sensitivity," she notes. "I'm dedicated to providing the highest level of medically oriented diagnostic and treatment services for hearing health care."

Her patients come to Flatirons Audiology with a doctor's referral, an insurance referral, on their own, or because a friend or family member suggests they see Dr. Eschenbrenner. "The average person waits seven years to identify a hearing problem and seven more to take action," she laments.

Tinnitus is the most bothersome issue that affects hearing. "Tinnitus is not a disease process itself. It's a side effect of something else. It doesn't cause hearing loss," she explains. Dr. Eschenbrenner notes the importance of seeing an audiologist who specializes in tinnitus to ensure correct diagnosis and treatment. Some patients are told by a doctor there is nothing they can do about the ringing or other noise in the ear. Dr. Eschenbrenner disagrees. "Just because we can't cure it, that doesn't mean there isn't help," she states. "Tinnitus, or noises in the ear, is usually caused by something wrong in the auditory system. There could be hundreds and thousands of reason why this occurs."

With few audiologists in the Front Range area specializing in treating tinnitus, Dr. Eschenbrenner knows many patients want answers. "They need a comprehensive tinnitus evaluation, along with an explanation of the likely reason. We discuss treatment options that vary from little or no cost to high cost, all of which we can help manage," she states. Dr. Eschenbrenner focuses on identifying and addressing each patient's needs. Genetics, noise, medication and aging can all be contributing factors to limited hearing. She can provide custom earplugs and hearing protective devices for headphones, cell phones, and

even swimming.

Debra B. was referred to Dr. Eschenbrenner for a hearing and tinnitus evaluation following unexpected complications from surgery. "After completing a very thorough evaluation, Dr. Eschenbrenner took the time to explain the results and treatment options. Although I was upset by the thought of having to wear hearing aids, she walked me through the process every step of the way."

The majority of Dr. Eschenbrenner's patients are active, young professionals, from their 30s to mid 60s, who work full-time. (She does, however, have a few patients over 100-years-old.) Hearing loss does not favor a single gender; she notes a nearly equal mix of female and male patients.

"Most people like knowing that we're listening, caring, and not trying to sell them something," says Dr. Eschenbrenner. "We work to meet the needs of their condition and budget. One of the biggest compliments I ever received is that a patient's doctor told them I going to help them and not sell them something."

This small practice provides a homey, comfortable environment for its patients. Tim L. is effusive about Flatirons Audiology. "I think the world of Dr. Julie and her staff," he raves. "I know they have my best interests at heart. They are always trying to make things better for me. They know me, they're friendly, and they even give me a cookie!" He appreciates that they don't pester him about buying a new hearing aid if the one he already has is working for him. He trusts the staff at Flatirons Audiology and values their integrity, and he's happy to refer others to the practice.

August 2 is Flatirons Audiology's next quarterly "Test Drive Tuesday," when anyone can try new hearing technology for one week at no charge. Dr. Eschenbrenner recently celebrated her ninth year of practice on June 15. "I never want to cause anyone to question my integrity," she concludes. "I tell the truth and do what's best for the patient, not for me." A recent Facebook comment pleases her the most: "You make my ears happy!"

Excellent care and cookies await you at Flatirons Audiology, 300 Exempla Circle, Suite 365, in Lafayette. They can be reached at 303-664-9111 or www.flatironsaudiology.com. **WE**



Board-certified
Doctor of Audiology
Dr. Julie
Eschenbrenner



BROOMFIELDER
TALK OF THE TOWN
2016

Please vote

Flatirons
AUDIOLOGY, INC.

"Best Audiologist"
THE BROOMFIELDER™
MAGAZINE'S 2016
Talk of the Town!

Voting is live and runs until
10pm on Sunday,
September 25th.

VOTE ONLINE:
www.surveymonkey.com/j/2016toitt

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Dr. Julie's COMMUNITY CORNER

Check this corner of the newsletter to stay apprised of all the ways Dr. Julie is giving back in our community and continuing to hone her expertise in the audiology profession.

- On Thursday October 6th, Dr. Julie and Wendi Gonzales, Office Manager will be at the Oracle Heath Fair to offer free hearing screenings and video otoscopy to all their employees.
- Dr. Julie and Peggy Leggett, Patient Care Coordinator will be attending the Louisville Senior Services Wellness and Resource Fair Friday, October 7th from 9-11 am at the Louisville Recreation and Senior Center
- For her 8th year in a row, Dr. Julie and Peggy will be volunteering at a local elementary's Hearing Screening Day on Tuesday, October 25th.
- Join us for a FREE Educational Tinnitus Seminar on Tuesday, October 11th from 6-7:30 pm at the Lafayette Public Library, and find out about the latest greatest treatment options for ringing in the ears. Seating is limited, please call the office, (303) 664-9111 to register.
- Dr. Julie will be offering another 'Test Drive' event in her office on Tuesday, November 15th.
Please see the sidebar on page 1 for more information.

