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Other People's Ideas

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As a clinical audiologist, I am always looking for new ways to connect with my patients and to ensure I meet their needs or expectations. Audiologists have many scales and validation measures to gain insight into hearing aid success or failures, but what about the overall patient experience? The ability to tailor the patient experience to their expectations is helpful in gaining patient trust. In a competitive marketplace, gaining patient trust is one of the few factors directly related to what the clinician provides to the overall experience. I have provided some blogs aimed at providing some touch points on patient experiences.