



# COMPANY PROFILE

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# WHAT WE DO



T&H Audiology Inc is a hearing health care provider that has two branches in KZN – Ballito and Essenwood. Equipped with the state-of-the-art audiological equipment, staff and expertise. We pride ourselves in our ability to offer services to all members of society, from birth to geriatric – in the corporate, industrial and private sectors.

We provide a vast variety of audiological services and products to any company that is focussed on hearing health for its employees. Taking care of one's hearing is extremely underrated and therefore we promote and educate companies and their employees on the importance of noise protection devices regarding one's hearing.

T&H Audiology Inc is registered and a proud member of the following councils and organisations:



Furthermore, we are compliant with:

- **The Occupational Health and Safety Act, Act 85 of 1993**
- **The Mine Health and Safety Act, Act 29 of 1996**
- **The Compensation for Occupation Injuries and Diseases Act, Act 130 of 1993**





## OUR STORY



T&H Audiology Inc was established in 2011 by Dr Kara Hoffman & Lauren Thompson. Dr Hoffman is one of the few audiologists with a clinical doctorate degree in audiology, which allows her to offer comprehensive services and advice with regards to any area of audiology. She is currently the only audiologist in KZN to hold an AuD degree (from ATSU University in Arizona) and is a passionate clinical audiologist who is skilled at assessing, diagnosing and treating hearing and balance disturbances to allow for the optimal outcomes that we all desire and aim to achieve. She was awarded her Masters Degree from the University of KZN in 2011, and completed her Honours degree in Audiology from the University of Cape Town in 2003. **Her goal is to improve every patient's hearing status, by using the latest technology and by continually participating in Continued Education activities to ensure she is abiding by all the laws and regulations in the country, and offering International Standards when it comes to hearing and balance service provision.**

We entered the occupational health sector in 2011 by providing audiological services and products to industrial companies in KZN. We offer services to some of the noisiest industries including SAPPI and the Reserve Bank.

# SERVICES OFFERED

## IN-HOUSE SERVICES:

### Diagnostic Hearing Evaluations:

- Otoscopy
- Tympanometry
- Real-Ear Measurements
- Oto Acoustic Emission testing
- Pure Tone Audiometry (air and bone conduction)
- Speech Audiometry
- PLH Determination
- Diagnostic Report Writing
- Auditory brainstem response testing
- Medicolegal evaluations & report writing
- Wax removal
- Tinnitus assessment and management
- Auditory processing assessments

### Balance Services:

- Videonystagmography (VNG)
- Bedside dizziness assessment
- Management options

## INDUCTION TRAINING:

- Ear Anatomy and Functionality
- Noise Induced Hearing Loss
- Healthy Hearing Training

We provide the necessary onsite training on the following topics:

- Basic Audiology – How hearing works and the functioning of the ear
- Importance on protecting ones hearing, on and off site.
- Caring for your PPE (Hearing) Do's and Dont's

## PRODUCTS:

### Custom Hearing Protection:

- Mechanical
- Electrical

## Hearing Aids:

- Assistive listening devices
- Bone anchored hearing aids
- Cochlear implants

## CUSTOM HEARING PROTECTION



## HEARING AIDS

The logo for Unitron features the word "unitron." in a lowercase, black, sans-serif font.



The logo for Oticon features the word "oticon" in a lowercase, black, sans-serif font, with "PEOPLE FIRST" in a smaller font below it.



The logo for Phonak features the word "PHONAK" in a bold, black, sans-serif font, with "life is on" in a smaller font below it.

The logo for Widex features the word "WIDEX" in a bold, black, sans-serif font, with "HIGH DEFINITION HEARING" in a smaller font below it.

# FAQS

## SERVICES OFFERED:

Could you please give an overview of the audiology testing services your organization provides? The types of tests conducted, their duration, and any additional services you offer.

*We offer a range of screening and diagnostic tests for all individuals – depending on the need.*

- *We offer hearing screening both onsite and in the rooms.*
- *Diagnostic hearing testing (air and bone conduction; speech audiometry; tympanometry)*
- *Wax removal*
- *Balance assessments*
- *Hearing aid evaluations, fittings & adjustments*
- *Noise protection (custom made and non-custom made)*
- *Implantable devices*

## TESTING PROCESS:

Could you provide information about the setup, equipment requirements, and any specific prerequisites for the testing?

- *We have a sound treated booth in both premises*
- *Annually calibrated audiometers*
- *Portable audiometers for on-site testing*
- *Otoscopes for assessing for wax and infection*
- *Tympanometers to assess middle ear function*
- *Otoacoustic emissions to assess outer cochlear hair cells objectively*
- *There are no specific prerequisites for having a hearing test, but if the patient is exposed to loud noise in the workplace, we recommend a period of 12 hours removed from noise prior to the testing*

## ACCREDITATION AND EXPERTISE:

Could you please share details about your organization's accreditations, certifications, and qualifications?

*We are registered health practitioners with the Health Professions Council of South Africa (HPCSA); with voluntary membership to the South African Association of Audiologists (SAAA) & Audiology Private Practice forum (APPF).*

*All our audiologists are qualified with BSc. (Audiology), with honours and have successfully completed the compulsory 1-year community service.*

*Dr Kara Hoffman is additionally qualified with her Masters in Paediatric Audiology and her clinical doctorate from ATSU University (Arizona).*

## CONFIDENTIALITY AND PRIVACY:

We would appreciate information on how you ensure the confidentiality and privacy of the test results and personal information of our agents.

- *We are strictly POPIA compliant*
- *All patients record their details on a form that is saved safely on our Blueprint programme which is based in USA and HIPA compliant*
- *All paper-based documentation is shredded prior to discharge*
- *If the company is paying for their employee, the signature on the form entitles us to share the information with relevant parties pertaining to that patient – including employer and any referral doctors who may be required to see and manage that patient*

# FAQS

## REPORTING AND ANALYSIS:

How are the results of the audiology tests reported and analysed? It would be beneficial for us to know the format and content of the reports, as well as how the results are interpreted and shared with both the individuals tested and our organization.

- We compose a diagnostic assessment report which includes the PLH (percentage loss of hearing) according to Instruction 171 which will give a detailed account for the audiological results and whether the cause is likely noise-induced or other;
- We are also able to compose functional disability reports which educate employers on reasonable accommodations for persons with hearing loss in the workplace
- Once intake forms are signed, it grants us the permission to share reports with employers directly involved with that employee referral doctors who may be required to see and manage that patient

## PRICING AND PACKAGES: :

We would appreciate an outline of your pricing structure and any available packages or options. Additionally, if you offer customized solutions tailored to the specific needs of our company, we'd like to know more about them.

- Depending on the service required, we would offer you a custom package of services to suit your needs
- We offer tailor-made educational workshops, depending on the need and logistics and dynamics of the company
- We also offer custom hearing protection, depending on the amount of noise exposure a person is subjected to
- Send an email to [operationsmanager@thaudiology.co.za](mailto:operationsmanager@thaudiology.co.za) and outline your requirements so that a tailor-made package may be supplied to you specific to your needs

## SCHEDULING AND LOGISTICS:

Sometimes companies operate multiple shifts, how does scheduling and logistics would work for conducting audiology tests for a large number of staff? Flexibility in accommodating our diverse work schedules would be important.

- We are able to offer screening services on-site during shift-work to allow for continued productivity of the staff members at all times;
- We run a very well-co-ordinated scheduling of screening, and therefore we will allocate time and space according to the number of employees who require testing
- We may need to visit the site prior to the scheduled screening to confirm where testing will be conducted and to ensure that productivity in the workplace is not interrupted;
- We are also able to "block book" out time in our schedules for multiple staff members to come to the practice for us to conduct testing of all employees (diagnostic and screening) on the same day

## NEXT STEPS:

Please let us know the best way to proceed if we decide to move forward with your audiology testing services? It would be helpful to have an overview of the implementation process and any necessary agreements or contracts.

- Should you wish to embark on a service relationship with T&H Audiology, you may send a request to [operationsmanager@thaudiology.co.za](mailto:operationsmanager@thaudiology.co.za) to outline your needs so that we are able to offer you the services you require;
- We will co-ordinate site visits and schedule a date to perform the screening, and advise on the best way to have this completed in the shortest period of time for your company
- We do not require a contract, however should you wish to sign up for a longer-term contractual relationship where we automatically arrange for services to be offered annually then preferred pricing structures can be arranged, and the necessary paperwork provided to continue offering you and your company with exceptional care and support of all employees' hearing healthcare.



THOMPSON & HOFFMAN  
AUDIOLOGY INC.

## CONTACT US

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