



AuDACITY

Ahead of the Curve.

October 20-23, 2022
Grapevine/Dallas, Texas



DAVIS AUDIOLOGY

GREENVILLE, SC

Maggie Robertson, Doctor of Audiology
Rachel Schafer, Audiology Assistant



- Davis Audiology has 3 office locations each with a full time AuD. There is an additional part time AuD in the Greenville location- our largest and busiest location.
- We have 5 total support staff ranging from full time Audiology Assistants, Patient Care Coordinators, an Insurance Billing Liaison, and an Assistant Operations Manager. All but one of the support staff are cross-trained as an audiology assistant. This allows for triaging of schedules for the most efficient patient care and workflow. In addition, it permits time on the schedule for AuDs to continue to see revenue generating appointments.
- Since Rachel is a trained PCC and AuD Asst., she spent the last year in the Simpsonville, SC location working alongside Dr. Lynda Clark to grow the office in two ways:
 - 1. Using outstanding customer service - performing the duties as a PCC to keep offices running smoothly
 - 2. Taking over walk-in hours, having a full day of scheduled patient appointments a few times a month (6 month HA checkups, HA cleanings, phone/app/Bluetooth troubleshooting, etc.). This allows patients with any kind of issue timely access for assistance so they feel valued as a patient and are well taken care of.



AUDIOLOGY ASSISTANTS AT DAVIS AUDIOLOGY

In line with Davis Audiology's commitment to provide superior patient-centered care we are excited to have wonderful Audiology Assistants working in our team!

What you can expect:

-6-month HACs for deep cleaning and regular maintenance will be scheduled with one of our Audiology Assistants moving forward.

-Additional instruction in hearing device insertion/removal, cleaning, maintenance, and accessory troubleshooting such as Bluetooth connectivity is also available via an appointment with one of Audiology assistants.

-Daily Walk-in Hours from 11-11:45 a.m.- an Audiology Assistant will be available for HA cleaning and device repair assessment/concerns.

-When you need to see your Doctor of Audiology for programming adjustments or other concerns, we are still available whenever needed.

-Your Doctor of Audiology will complete your biennial diagnostic hearing evaluations as always