



# Create better connections with your patients with hearing loss by using Weave.



## Challenge

California Hearing treats patients with all levels of hearing loss. Communicating important information to patients with hearing loss can be difficult, often requiring the staff to repeat specific points over and over. This time-consuming process leaves room for plenty of errors. They've used email when reaching out to patients who have difficulty communicating via phone, but they've found that patients don't check their email regularly. When patients do respond, their communications frequently get lost in the mass of emails sent to the office each day.

## Impact

Weave has helped California Hearing cut down on miscommunications and better engage with patients.

## Phone Solution

Weave offers audiologists tools that help their practices engage better with all their patients. From texting capabilities to pop-up client profiles, to VoIP phone features, Weave optimizes the entire patient experience.



With Weave phones, we can increase the volume of our voices through the system which has been very helpful. We have been able to better fit patient preferences when they want to be reminded by text. We often will follow up with our patients via text, which has made it easier to see our past communications. It has also been extremely helpful when sending specific information, like addresses, to ensure they have the correct information."



They are responding much quicker, and, in turn, we can respond much quicker. Plus, with Weave's app, we are notified much quicker when these patients respond, and their replies don't get lost in our email inbox."

## Texting Solution

Weave provides both email and texting as methods of communication. California Hearing has had particular success with texting when reaching out to patients who have difficulty communicating via telephone, noting that conversations have been much more efficient and timely.