More HeART Than Science

Lori Trentacoste, AuD, FAA, CCC-A, appreciates the art of audiology, but it’s her dedication to science that provides remarkable accuracy when verifying and validating hearing instruments. Through it all, her heart leads the way, spurring her to work her hardest and make sure each patient’s needs are met.

Using techniques that match today’s advanced 21st century technology, Trentacoste is able to ensure that patients at Island Better Hearing (IBH), Melville, NY, obtain the best fit for the best results. Her newest project, but Dr Trentacoste is convinced patients’ real-world success is directly related to evidence-based practice protocols that aid both selection and fitting of hearing aids.

The verification equipment used at the Long Island-based practice is essentially a device-centric process. “We ensure that the device meets a set of precise measurement of responses and amplification at specific frequencies,” explains Trentacoste, owner of IBH’s two locations in Melville and Huntington. “This is why we use the Real Ear Verifier Analyzer.”

The validation part of the equation is a patient-centered process in which Trentacoste measures the extent to which hearing aid goals have been achieved—as perceived by patients in the real world. Coupled with the subjective patient reactions, verification testing ensures that patients are getting the best results from the hearing aid.

A MATTER OF PHILOSOPHY

Patients at Island Better Hearing receive expert care from Trentacoste and Tami Mazzone, AuD, CCC-A, with both splitting time between the two locations. “Often find themselves in Melville as necessary,” Mazzone, Trentacoste, and all the staff members at the practice (started by Trentacoste’s father more than 40 years ago) take pride in their patient-centered focus, while disclaiming the “dispense-and-go” business model.

Even well-meaning audiologists can be tempted to rely too heavily on expensive technology, while neglecting crucial aspects of fitting and circuit programming. In one recent case, a 70-year-old retired New Yorker who first came to IBH after a less-than-successful 1-year stint with a pricey set of hearing aids.

Back in December 2011 the publishers of THE HEARING REVIEW initiated a Best of 2011 Hearing Healthcare Professionals program to recognize the Audiologists who exemplify quality hearing care in the nation! Audiologists that “go above and beyond” the call of duty to serve the needs of people with hearing impairment. Dr. Lori Trentacoste, AuD and Island Better Hearing were selected for this prestigious award as one of the Best Audiologist and Audiologic Practices in the nation! In December 2012 Dr. Lori Trentacoste, Au D and Island Better Hearing were featured in a one page article and again nominated for this award. In December 2013 THE HEARING REVIEW again nominated Lori and Island Better Hearing as one of the BEST Audiologist in the country and was featured in a 2 page article. Dr. Lori Trentacoste and Island Better Hearing was the only Audiologist nominated three times for three consecutive years!