

»» 5 Questions for Selecting an Audiometric Testing Service

INTRODUCTION: You are developing your hearing conservation program and you need a partner for hearing testing services. You have done some research and you know that you need certified specialists from a company that can help you navigate all of OSHA's requirements. However, there are some other aspects to your decision that you may not know to ask when talking to your potential partners. Read on to learn important questions to ask when selecting a hearing testing provider.



□ 1 **Does the audiometric testing service conduct on-site testing at my place of business? Can they cover all my company locations?**

When you have to send your staff off-site to a clinic or testing facility, you lose productivity. It is a disruption to the workday and your labor force. There are travel expenses, business costs for missed work shifts and reduced output and production.

Examinetics has a fleet of more than 130 mobile units that come to you. With flexible scheduling options, our responsive fleet is at your disposal, providing a centralized solution to all your industrial hearing needs. Your employees stay on-site and can be back to work in an hour.

With our national presence, Examinetics is one of the only providers with the scale to cover the entire 48 contiguous states. That means you get consistent and dependable service no matter where you have locations, from the coast of Florida to the mountains of Washington.

When a hearing testing service only has a local presence, they may not be able to cover your business footprint and all your locations. Like a home remodeling company, they may subcontract to other service providers to meet their obligations. Make sure you are getting the same process and protocols across your locations.

□ 2 **Once you sign a contract, what is the onboarding process?**

Many audiometric testing companies are small in terms of their number of employees and resources. With a small team, the same salesperson who provided a quote is also the same person who onboards your company. With competing priorities, you do not always get the attention you need.

Examinetics provides turnkey service to our clients with complete onboarding and implementation services through our Client Support and Client Engagement teams. We offer a dedicated support team to ensure your success beyond the sale. We help you get organized so you have the peace of mind that goes with being a safety professional.

□ **3 What reports will I receive? Does the audiometric testing service have a software solution and data management platform for results?**

You want to ensure you have timely reports so your teams can take immediate action. Confirm with your hearing testing partner that your employees will receive immediate feedback of test results at the time of testing. In addition, work with a partner that will deliver a complete set of management reports for the onsite contact at the end of the test day.

Your company is responsible for maintaining records of all employees' audiometric results. To do this effectively, it is best if your audiometric data is stored in an online reporting database where you have access readily available.

Examinetics uses our cloud-based XM Solutions. It provides an environment that transforms your data into usable reports and analytics. The streamlined data management capability allows you to easily see trends and access reports that will help you identify risks and support your successes. Fragmented information is now consolidated and organized. Results are usually available 24-48 hours after testing.

□ **4 Does the audiometric testing service determine if there is a standard threshold shift (STS) by comparing the most recent audiometric results to a baseline audiogram? How will they notify an employee with a problem audiogram, and provide recommendations for further evaluation?**

It is essential that the audiometric testing service compare the audiograms to determine if hearing loss has occurred. This is vital to compliance with regulatory agencies and to maintain the health of your workforce.

Examinetics will notify you of any standard threshold shifts, as well as note any recordable shifts. More importantly, our technicians provide immediate onsite validation when a shift is detected. This validation process reduces the potential for errors - lowering the number of recordable shifts and employees that need to be sent offsite for follow up testing.

Examinetics' "Test-Train-Counsel" service provides employees with both written notification of STS and fitting/training in the use of hearing protection (the two OSHA mandated STS follow-up actions). In addition, at the conclusion of testing you will receive reports listing the employees requiring follow-up and outlining the next steps needed.

Lastly, we will email you monthly reports updating you on all complete and incomplete follow-up actions. This monthly reminder will ensure that you complete all follow-up action in a timely manner and that no employees fall through the cracks.

5 Does the company offer other compliance or health services beyond hearing?

You want a partner who can help with all your workforce health needs from compliance to wellness. You may have other compliance needs, such as a respiratory protection program. As you investigate holistic health programs across your entire employee population, you might benefit from a partner that can deliver health services such as risk assessment questionnaires and biometric screening.

Examinedetics offers various compliance services in addition to hearing, such as respirator fit testing and respirator clearance. In addition, our highly trained and qualified professionals can deliver comprehensive health screenings to promote overall employee wellness. Our other services include silica exams, DOT exams, and chest x-rays.



Examinedetics is the nation's leading provider of Workforce Health Solutions, helping businesses of all industries protect and empower their employees with health and compliance solutions. Our comprehensive suite of occupational health services delivers strategic value to more than 3,200 clients in over 18,000 locations annually. Our mobile, onsite, and technology platforms provide medical surveillance & compliance without productivity loss and the data required for optimal health outcomes.

We call this "Insight x Onsite."

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