

5 Questions for Selecting an Audiometric Testing Service

examinetics



You have many choices when it comes to employee hearing testing. You can have a mobile unit come to your facility for onsite testing with an occupational health specialist. Another option is sending your employees offsite to a health clinic. An option becoming more popular is do-it-yourself testing by buying or renting an audiometer. Each testing method has its advantages and disadvantages, and no single one might be able to solve the various needs of your workplace.

However you choose to test, make sure to select a partner who can support your whole hearing conservation program.

1

Does the audiometric testing service offer onsite testing at my place of business? Can they cover all my company locations?

When you send your employees offsite to a clinic you lose productivity; it is a disruption to the workday and your labor force. There are scheduling headaches, 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 hearing testing needs. Your employees stay onsite and can be back to work within the hour.

With our national presence, Examinetics is one of the only providers with the scale to cover the all 50 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.

Additionally, you can subscribe to our Salux™ audiometric solution. This solution provides an option for on-demand testing so that you can eliminate clinic visits, capture missed tests and retests as needed, or have a fully do-it-yourself testing program. Whether you are on the mobile unit, do testing yourself, or a combination of both, Salux enables you to test at all of your locations in the most convenient way, using one partner.

Make sure you are getting the same process and protocols across your locations. To do this, partner with a company who has the scale to cover all your locations and offers various testing platform options.

2

Once I sign a contract, what support will I receive?

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 acts as account manager, audiologist, and data specialist. With competing priorities, you do not always get the attention you need. Worse yet, if you just buy an audiometer, you are on your own to figure out your hearing conservation program.

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 and transfer your data, so you have the peace of mind that you need as a safety professional.

If you subscribe to Salux, we have a dedicated support team for on-demand clients. While some audiometer companies make you open a ticket and wait for a response, Examinetics has live help from 7:00AM – 7:00PM Monday to Friday to give you the support you need.

What audiology support will I receive?

It is essential that the audiometric testing service you choose compares the audiograms to a baseline, to determine if hearing loss has occurred. This is vital to compliance with regulatory agencies and to maintain the health of your workforce. Audiological support isn't available when using a clinic and may be outsourced when renting an audiometer. Having audiological support not only helps interpret results, but also provides assistance with navigating OSHA standards.

Examinetics has a full-time team of expert audiologists who supervise all hearing conservation protocols, review threshold shifts, and help determine work-relatedness. Having a licensed audiologist available for questions and support protects you and your employees.

Examinetics' "Test-Train-Counsel" service provides your employees with both written notification of STS and fitting/training in the use of hearing protection - the two OSHA mandated STS follow-up actions. You get an immediate notification from our technicians when service is done that reports employees requiring follow-up and outlining the next steps needed.

The Salux dashboard shows an overview of your hearing test results to see any retests needed, shifts eligible for WRE, and confirmed recordables. No matter how you test you receive 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.

What reports will I receive? Does the audiometric testing service have a data management platform for record keeping?

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 notification 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.

Our client portal, XM Solutions, puts all the information you need at your fingertips. 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.

Examinetics has also completed an examination to acquire SOC 2 Type 2 compliance in the areas of data security and privacy. The Type 2 report examined how well systems and controls perform over a 12-month period to give clients a higher level of assurance for data management.

Does the company offer other services beyond hearing testing?

As a safety professional, you probably have other needs beyond hearing testing and even beyond your hearing conservation program. Look for a partner who can provide a whole suite of occupational services to help you stay compliant and serve your unique needs.

We offer full support for your hearing conservation program by providing training videos with all services, offering Work Related Evaluations, and conducting onsite noise surveys.

You may have other compliance needs, such as a respiratory protection program. Examinetics offers various compliance services in addition to hearing, such as respirator medical clearance and fit testing, and industrial hygiene. Our other services include silica exams, DOT exams, and chest x-rays.