

# Southern Sounds



## Welcome

Hello and welcome to the first edition of 'Southern Sounds', a newsletter by Southern ENT. The newsletter has been created to ensure a regular flow of information relevant to your focus area. With a range of interesting topics, downloadable content, answers to common questions and tailored industry-specific news, I hope you find it both useful and interesting. May I take this opportunity to encourage you to let us know which topics you would like us to feature, ask questions and offer comment.

JANET WIEGMAN

General Manager Southern ENT



## News

### Tygerberg's 400<sup>th</sup> patient

Congratulations to the Tygerberg Hospital Cochlear Implant Unit (Cape Town) that has recently implanted its 400<sup>th</sup> patient. Remarkably, the same surgeon (Dr Derick Wagenfeld) and audiologist (Lida Muller) who carried out the first Nucleus cochlear implant procedure in South Africa 25 years ago also performed it on the 400<sup>th</sup> patient.

*Derick and Lida (right) celebrating with non-alcoholic champagne*



Cochlear™

*Hear now. And always*

## Content

### Welcome

Message by General Manager

### News

Industry news

### Special Offers

Upgrade and trade-in offer

### What's new

Focus on new Baha 3

### Rehabilitation

New music program

### Did you know?

Handy information

### Inspiration

Good stories

### Events

See what's on

### Southern ENT

Contact information

### Editor



*Dr Meyer with patients Asiphe Nganlama and Kanya Mbaliswana (right)*

## Groote Schuur's new Baha Programme

The Groote Schuur Hospital now also has a Bone Anchored Hearing Aid (Baha) programme on board. Dr Estie Meyer implanted Ashipe Nganlama and Kanya Mbaliswana on 23 February 2011. Congratulations to the team: Prof Johan Fagan (Head Ear Nose and Throat Department), Dr Estie Meyer (ear surgeon) and Megan Ferguson, Sharon Pithey and Shinaaz Marlie of the audiology department.

### 1<sup>st</sup> New Baha B1300 implanted in SA

Mr Bernard Eglin was the first patient in South Africa to receive the new Baha B1300 implant on 31 January 2011. With this third generation Baha system, time to fitting is reduced and implant treatment becomes more predictable. Congratulations to Dr Paul Crosland of the Life Vincent Pallotti Hospital in Pinelands, Cape Town, who performed this procedure, a first for South Africa.

**Announcement:** Cochlear has been awarded one of the world's most prestigious design awards, the 'red dot award': product design 2010' for its breakthrough Nucleus 5 System:

Thinnest and strongest cochlear implant; sophisticated new sound processor with automatic phone detection feature; software upgrade improvements and first ever hand-held 'remote assistant'.

## Dr Nanan shares his 1st cochlear surgery experience

On 26 January 2011, Dr Ashen Nanan of the Johannesburg Cochlear Implant Programme entered the theatre for the first time as the primary cochlear implant surgeon. He comments: "Cochlear implantation is a humbling experience. I find it a rewarding form of surgery that definitely touches the soul in some way. Team work is indispensable. People often ask how much money I make of cochlear implant surgery and I often point out that I would happily do it for free." Well done to Dr Nanan and the team! See the full interview: [Dr Nanan](#)

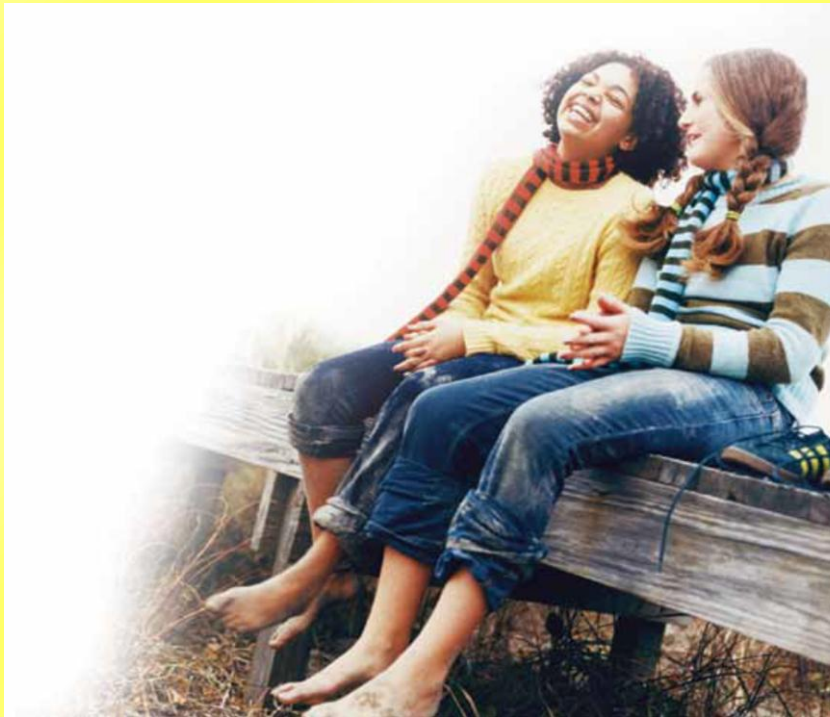
[Back to content](#)



*AVT participants and graduates: Jennifer Bester, Robyn Dalton, Kerry-Lee Galliard, Shireen Govender, Kara Hoffman, Barbara Kellett, Ilouise le Roux, Marguerite Monvoisin, Estelle Roberts, Dani Schlesinger, Brenda Schmid, Pam Yekani, Comfort Mpahlela with Janet and Warren at the back*

## AVT in South Africa

Congratulations to the South African therapists who completed the one year Auditory Verbal Therapy (AVT) course in November 2010 by international trainer Warren Estabrooks from Canada. AVT is a technique for teaching deaf or hard of hearing children to listen and process spoken language using intelligible spoken language. Southern ENT realised that South Africa does not have enough qualified AVT therapists who can contribute to optimal early intervention and together with Cochlear, awarded full bursaries to 13 applicants to attend the AVT course in 2010. Professionals and parents eager to learn more about the principles of AVT can contact Janet Wiegman ([cochlear@mweb.co.za](mailto:cochlear@mweb.co.za)). Alternatively, don't miss out on attending the Ndiyeva AVT Conference (see EVENTS) where Warren Estabrooks will be presenting together with the AVT class of 2010.



## Special Offers

### Trade-in special

Return your current sound processor, which does not even need to be in working order, and receive a discount on the new CP810 sound processor. Contact your clinic or Southern ENT.

## What's new

### Cochlear™ Baha® 3 System

#### The Next Generation Baha Technology:

- 50% shorter time to fitting
- 90% greater implant stability
- 25% improved speech understanding in noise
- More than 5000 processors fitted worldwide

### More new products

Click on the link below to view more new products that include:

Large Earhooks, Lite Wear Cable (50cm), Compact Processor Covers, Portable Phone Cable, Euro Adaptor, Rehabilitation Resources. More information: [New products](#)

#### The Cochlear Baha 3 System – Advanced Simplicity

Cochlear has put together a simple, concise presentation which highlights the main components of the new Baha 3 system - what is new and what these advances mean for you. Read more: [click here](#)



#### Cochlear™ Nucleus® 5

The gift of hearing. Smaller. Stronger. Smarter.

red dot design award  
winner 2010



### Upgrades for Nucleus 24 users

We are pleased to announce that the CP810 Sound processor will become available for all N24 recipients as of mid-March 2011. This will bring increased performance benefits. For further information please contact your clinic or Southern ENT.

#### Summary of benefits of the CP810 Sound Processor

- Improved speech performance in noise compared to Freedom
- Advanced user control offered by the Remote Assistant
- Small and light design
- Two omni-directional microphones for improved directional hearing
- Four tailored listening modes for different sound environments



[Back to content](#)



## Rehabilitation



### Hope Notes Music Rehabilitation Programme

One of the ways that Cochlear provides solutions is through support of rehabilitation efforts.

The newly launched Hope Notes package is a unique programme developed for cochlear implant, Baha and hearing aid users to enjoy music on a whole new level. The Hope Notes package contains a DVD that includes expanded versions of some songs, visual tips and advice, simple animations and original song videos and a CD with just the songs so it can still be used on the go. Turn the music on! This package can now be ordered from Southern ENT.

*Hope Notes is available to both professionals and recipients. If you would like to order a copy then please contact Southern ENT*

### Did you know?

#### Income tax relief

A recent amendment to the Income Tax Act of 1962 holds distinct tax advantages for the taxpayer, his/her spouse or child being classified as a person with a disability (including people with a hearing loss). Families should take note of these changes when they complete their 2010 income tax returns. Read more: [SARS disability income tax relief](#)

#### Care dependency grants

Children with disabilities, including children experiencing a hearing loss, can benefit from a care dependency grant by the SA Social Security Agency (SASSA). The procedure to apply is quite extensive, but once approved, a family can receive an extra R1500 monthly. Read here on how to apply: [Care Dependency Grant.pdf](#)



*Do you draw on these advantages offered by SASSA and SARS?*

### Did you know?

#### Warranties and Loaners

A Cochlear product is warrantied as of the date it was switched on. In the case of accessories, proof of purchase may be required. It is therefore crucial to retain receipts or invoices. Warranty periods stretch from 90 days to 10 years. Southern ENT is committed to ensure that you keep hearing whilst your device is being repaired. We issue all clinics with loaner devices. To exercise a warranty, complete a product registration card, enclosed with the product and the invoice/receipt if required and forward it to Southern ENT, PO Box 605, Irene, 0062. Click here for a complete brochure on warranties: [Nucleus Global Warranty](#)

*Reminder:* Insurance is important to cover those events where the warranty does not apply.

#### Insurance

Insure your sound processor if possible. These items are expensive to replace if stolen, lost or deemed abused and therefore not repairable under Cochlear's warranty conditions. The most cost effective way is to include it with one's household insurance. Santam and Etana's (under the Hollard license) premiums seem to be reasonable. Although a more expensive option, Outsurance and Momentum will also insure it as a "stand alone" item. Premiums depend on a user's individual risk profile. *(Southern ENT does not endorse any of these businesses – for information purposes only.)*

*Your opinion: Should Southern ENT offer users a fixed insurance package deal with each system it sells?*

#### Batteries

Lithium ion rechargeable batteries are the most powerful battery for ear-level sound processors. Disposable zinc air batteries used should be specific, high powered batteries such as Varta Implant Plus (R330 for box of 60 cells) and Rayovac Cochlear Plus (R240 for box of 60 cells). These can be purchased at your clinic or Southern ENT.

***Hint:*** When changing batteries, remember to change all cells. If you use a hearing aid, try and use these batteries as the remaining power may be enough.

### [Back to content](#)



*We hope to inspire readers by publishing regular good stories. Please share your **good stories** to be published in future. This edition's good story tells how sponsors changed a deaf child's life.*

## Inspiration

### Good stories

In 2008, at the age of 14, Wisdom had a sudden hearing loss. Both his parents – unemployed - experienced severe trauma as Wisdom's brother passed away only a month prior to Wisdom's deafness. With the help of the Steve Biko Academic Hospital's Cochlear Implant Programme, A Beautiful Noise, his school, Filadelfia, and sponsors, Wisdom's Nucleus Freedom cochlear device was switched on in January 2011. This heart-warming letter by Wisdom expresses how sponsors changed his life:

#### **TO A BEAUTIFUL NOISE AND MY SPONSORS**

I will never forget what you did for me. You made a difference in my life. You knew I couldn't afford the implant but because of your love you made sure that I got an implant. You did everything you could to help me and I want you to know that I appreciate it. May God bless you in everything you do, may He give you strength to help other people like me to hear again. After I lost my hearing, my life went dark, I thought I would never hear again, but then people like you came into my life and my life became bright again. Your sponsorship was the light I needed in my life. You gave me a second chance to hear again and I thank you for that.

**From: Wisdom Hleza**

**11 January 2011**



### From Cape to Cairo

We recently received this email:

Dear Southern ENT, three of us (South Africans) will set off on a self-supported Cape Town to Cairo bicycle tour on 22 March 2011. This will cover 12 500km and take approximately 7-8 months. The main purpose of the trip is to raise funds for HearUs, a non-profit organisation in Cape Town, dedicated to supporting cochlear implants. Letter continues.... Sincerely, Jiten Magan.



Please read their donor's letter [here](#)

May this **INSPIRE** us to support initiatives that could connect a hearing impaired person to the world of sound. To support or follow their adventures, visit their website at [www.siyashova.com](http://www.siyashova.com).

**[Back to content](#)**

## Events

What	When	Where	Who	Contact
1. Ndiyeva Auditory Verbal Therapy (AVT) Conference	23 – 25 June 2011	Protea Hotel, Stellenbosch	Parents, professionals and students working with hard hearing/deaf children	Marieta van der Sandt 082 725 9399
<i>Objective: Management of children with hearing loss/language disorders. The conference will include AVT practical sessions that incorporate the critical role of parents and therapists in the language therapy process. More information: <b><u>Ndiyeva Conference</u></b></i>				
2. SACIG Meeting	25 - 26 June 2011	Protea Hotel, Stellenbosch	Cochlear implant professionals, (parents, implantees also welcome)	Jenny Perold 021 – 938 5086
<i>Objective: With its clinical and academic presentations, this conference aims to create a forum for cochlear implant professionals who strive to provide a high standard of service delivery to patients.</i>				
3. Workshop: The Impact of Hearing Loss (cost: R50)	11 – 12 April 2011	Cape Town University of Technology	People with a hearing loss, employers, caregivers, friends, family, professionals	Charlotte Nell 083 654 9237
<i>Objective: Building relationships and taking hands with role players to, in line with UN guidelines, successfully integrate people with a hearing loss into the society. Flyer: <b><u>Impact of Hearing Loss</u></b></i>				

## Southern ENT information

**Tel:** 012 – 667 4460/4971

**Cell:** 073 803 9682

**Fax:** 012 – 667 2362

**Fax to email:** 086 623 4909

General enquiries: [cochlear@mweb.co.za](mailto:cochlear@mweb.co.za) (Janet Wiegman)

Battery and accessory orders: [nadine.w@southernear.com](mailto:nadine.w@southernear.com)

Repairs and deliveries: [marie.f@southernear.com](mailto:marie.f@southernear.com)

Account queries: [joy-liza.l@southernear.com](mailto:joy-liza.l@southernear.com)

Communication: [info@southernear.com](mailto:info@southernear.com)

### Did you know?

- ✓ You can sms us an order or query on 073 803 9682
- ✓ We deliver to all clinics and/or via speed services directly to your nearest post office
- ✓ We can sms your tracking number if you use our speed service delivery



## Editor's note

*Hello, I am Nicolene Steynberg, Communications Officer at Southern ENT. With this new role, we aim to share industry related information and to establish a fresh and vibrant report with our clients. I would therefore like to extend an invitation to you to ask questions, share information and give us feedback on the content of the newsletter and other matters as often as you want to ensure we all stay in touch with this "fast moving" industry.*

*The next edition of Southern Sounds can be expected by July 2011. Please submit your feedback and contributions by 15 June. I look forward to hear from you!*

**Nicolene Steynberg**

**Tel: 012 – 667 4460**

**Email: [info@southernear.com](mailto:info@southernear.com)**

**[Back to content](#)**