PROVIDER REFERRAL GUIDE

Mobile audiology access for Los Angeles patients

Doctor-led hearing care at home, in senior communities, or at medical offices by arrangement.

REFERRAL COORDINATION
Call (310) 431-9407
Fax (310) 694-9095
Secure referral fax

WHO IS A GOOD FIT

- Patients whose mobility, transportation, caregiver needs, or scheduling barriers make clinic visits difficult.
- Residents of assisted living, memory care, senior communities, or other residential settings.
- Patients needing a diagnostic hearing evaluation or hearing-aid consultation, fitting, programming, or follow-up at home.
- Patients needing device cleaning, maintenance, repair support, education, or selected tinnitus and balance services after clinical screening.

MOBILE SERVICES

- Comprehensive hearing evaluations
- Hearing-aid consultation, fitting, programming, and ongoing care
- Hearing-aid cleaning, maintenance, and repair support
- Tinnitus and balance evaluations, when appropriate
- Cerumen management and custom hearing products, when clinically appropriate

CARE COORDINATION

HearQuest complements the referring practice's existing audiology relationships by serving patients who specifically need mobile access. Relevant findings and recommendations are coordinated with the referring clinical team. Patients are directed back to their physician or ENT when medical or otologic follow-up is indicated.

How to refer

1. **Call or fax HearQuest**
   Call (310) 431-9407 or use the secure referral fax at (310) 694-9095.
2. **Prepare key details**
   Patient contact and demographics, ordering provider, reason for referral, relevant orders or notes, and insurance information.
3. **Confirm next steps**
   HearQuest will review the referral and coordinate the appropriate mobile visit.

PROTECT PATIENT INFORMATION

Do not send patient names, dates of birth, diagnoses, insurance IDs, orders, or medical records to the public marketing email. Use the secure referral fax: (310) 694-9095.

Clinical safeguards and medical follow-up

Sudden hearing changes, active ear symptoms, significant asymmetry, persistent vertigo, neurologic signs, or other urgent or medically concerning findings require appropriate physician, ENT, or emergency evaluation. HearQuest returns patients for medical clearance or follow-up when indicated.

Coverage and scheduling

HearQuest verifies eligibility and benefits before services are provided. Coverage depends on the patient's plan and the services required; hearing-aid benefits may be separate. Visit timing depends on geography, clinical need, and availability.

Service area

Los Angeles County about 25 miles around Pico Rivera, CA 90660, covering almost anywhere in the county.

Call to confirm neighborhood availability and the appropriate visit setting.

Referral source code (if provided): _____

Provider webpage

Referral guidance and downloadable packet

hearquestaudiology.com/providers