



PHARMACY & HEALTHCARE

From hear to there

On World Hearing Day, a Detroit-area patient opens up about his experience with hearing loss, and how assistance from Lexie Hearing® and Walgreens Find Care® led to a newfound appreciation for life's everyday sounds.

Jessica Masuga, Walgreens Stories

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As the U.S. approaches one year since the COVID-19 pandemic was declared a national emergency, use of the Walgreens Find Care® digital health platform has rapidly increased – connecting patients to care and helping customers think differently about how their pharmacy can become a comprehensive resource for all their healthcare needs. One of the latest service providers on Walgreens Find Care® is Lexie Hearing®, which offers direct-to-consumer hearing solutions. And one of the latest success stories to come from this partnership is Michael Furton.

Furton, 68, lives in the Detroit suburbs, and his experience was like that of many – he lost his hearing gradually, over a couple years' time, as a result of the body's aging process. He tried to get by with what hearing he had left as he faced other health issues, including severe back pain and chronic obstructive pulmonary disease (COPD), while juggling being a good father to his 10-year-old son.

Walgreens Stories talked with Furton about his journey from hearing loss to researching online hearing solutions via Lexie Hearing and Walgreens Find Care to what his life is like today.

“My son and I love music, and we also like to play cards, and keep up with local and national news. Over the last few years, my son has become very interested in current events, so we have a lot of conversations about what's going on. Three years ago I found that headphones allowed me to watch and hear the news on TV, but they didn't help me hear what my son was saying. I'd have to ask, 'What?' or just

pretend that I'd heard him. It's like they say: You don't know what you're missing until it's gone.”



“My son and I live on a budget as I’m on disability, and so when considering getting a hearing solution, I needed an option that was reasonably priced with a flexible payment plan. I also wanted something I could purchase and maintain virtually because I rely on others to get around town. I received an email from Walgreens about Lexie Hearing, and I thought, ‘Well, I trust Walgreens, so why not check it out?’ I took Lexie Hearing’s online hearing test, which was very easy, and you can do the test as many times as you want. The technology automatically sets up the best parameters for you. When I received my box of hearing solutions with accessories, I downloaded their app and used the step-by-step guide to customize my hearing profile. I was set up in no time, and whenever I’ve had a question, I can contact their customer service staff via video, phone call or chat for help. They’re super responsive.”

“Now I can actually hear the guitar when I play it, and I’m so excited to talk with my son again because he doesn’t have to repeat himself. I can hear my two dogs whenever they whine when they need to go outside. In the summer, I love sitting on the porch and hearing the birds in the morning and a dog barking in the distance. I didn't realize how much I was missing before. I’m so glad I did my research and got this hearing solution as it's just made so much of a difference.”

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