



Member Spotlight

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Questions from the Editor:

How did you get started in this profession?

First of all, thanks for the “Spotlight”! I actually “backed in” to the mobile medical/hearing testing business. I graduated from college and went directly into our family business selling audiometric instruments to audiologists and otolaryngologists (it took a lot of practice to say otolaryngology or electronystagmography trippingly off the tongue!) Not only did we address sales and service on the medical side, we also focused on the industrial side. In the mid-seventies, in-house hearing conservation programs were almost nonexistent until the Walsh-Healy Act kicked it into high gear around 1983. My father was an audiologist who began dispensing hearing aids in Oklahoma and Texas. He always went “the extra mile”, visiting clients’ homes to service their aids and deliver batteries. Dad then cut his teeth selling hearing testing instruments, moving to Texas for Tracor, to Hearing Conservation, Incorporated (HCI) in Virginia, Minnesota working with Dale Drollinger, and finally establishing Electro-Medic, Inc. in Minneapolis, selling and servicing medical instrumentation. After 22 years of equipment sales, my life comes full circle to mobile medical, as my father did!

What is your association with NHCA?

Selling occupational audiometric instruments in the 70s and 80s, I looked into NHCA and wondered if it was right for me. I didn’t believe the fit or the time was right until I became active in mobile medical in the late 90s. I believed, as the owner of a hearing testing company, it was important to network with individuals and companies with similar

views and services, to exchange ideas and practices, and form relationships. I became involved with NHCA as the Director of Membership on the Executive Board, and had the opportunity to work with them as well as other members. A great way to meet people in this professional organization!

What would you tell non-members about NHCA?

Many of the Professional Service Providers are owned by audiologists, but there are a few of us business types without an “AuD” after our names. I grew up in the business of audiometrics, however, others may have been involved in other medical disciplines, finding their way into the world of hearing. Regardless of your journey to NHCA, it is the association for you to join and stay informed! It updates us on Federal and State regulations, advancements in noise control, different types of hearing loss, information about hearing protection, the effects of ototoxic chemicals, and keeps us abreast of auditory research and business practices which pertain to us.

What would you tell members about NHCA?

Two things come to mind. I would ask all of you to consider becoming actively involved in this organization. I noticed individuals at the annual convention in New Orleans sitting alone or not participating. Many have been attending for years, but haven’t gotten to know their fellow members yet. It’s more enriching to meet and greet new and old members in person at the national conferences, and then even work with them throughout the year. Second, members are resources for networking and information, whether it be with a new member I just met (Rhonda Ward from Pennsylvania) or a veteran like Dennis Driscoll. How can you get to know some of your fellow members better? Join in! Contact Lady Laura Kauth, our president, and say “I want to become involved with NHCA”. The good news is Laura’s job is really time consuming and task force positions are not. Get involved with THE organization for Hearing Conservation!!

Bob Millier