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Hearing Care Center Celebrates 30 Years and 20,000 Ears

Success driven by customer service and a focus on a personalized approach to hearing health

Sharon, MA. (May 6, 2019) – Hearing Care Center at Cobb’s Corner in Sharon is celebrating 30 years (and 20,000 ears) in business in 2019, continuing a legacy of customer service and personalized care, welcoming more than 10,000 clients since opening its doors in 1989. The milestone is being celebrated as part of Better Speech and Hearing Month, held each May to raise awareness about communication disorders. It is estimated that nearly 10,000,000 people in the United States are hard of hearing and close to 1,000,000 are functionally deaf.

Founded by Dr. Paul Milner, a clinical audiologist with more than 50 years of hearing health experience, teaching and research, Hearing Care Center was founded to deliver compassionate hearing health care, focused on meeting the needs and improving the lives of clients while building long-term relationships. Based in Sharon throughout its entire 30 years but serving clients from many of the surrounding communities, Hearing Care Center has provided a range of vital services to clients from newborns to over 100 years, to lifelong local residents, and to those as far away as Nantucket and Northern Vermont.

“It has been a pleasure to be in business here for 30 years, helping to improve people’s lives in small and often in significant ways,” said Dr. Milner. “Sharon has been my home since 1975. My children grew up here, and being engaged in this community has been one of the most important and humbling parts of our success. This has never been about the newest technology or selling hearing aids, it’s about creating a culture of helping and caring that has resonated since the day we opened our doors. I couldn’t be any prouder of what we’ve built.”

After years working at major hospitals and clinics, Dr. Milner was dissatisfied with the level of clients care, rushing through appointments instead of taking time to get to know each person, learning their stories and helping them regain a quality of life many had been missing.

“The technology for hearing aids is better than ever, but it’s also more complex, so having the time to gain an understanding of who a person is and what they need and want is important,” continued Dr. Milner. “Are they in social situations and finding it difficult to hear what people are saying? Can they not hear the television unless they turn the volume up as high as it goes? Do they miss listening to music or hearing the birds when they walk out the door in the morning? Hearing aids are not one size fits all. Success looks different for everyone and we’ve spent 30 years helping one person at a time.”

Hearing Care Center’s staff has included other audiologists as well as graduate student interns, apprentice hearing aid specialists and professionals in Deaf and Hard of Hearing services. This has also included Ione Milner, Dr. Milner’s wife, a licensed clinical social worker and psychotherapist, who is familiar with the issues that hard of hearing people experience. Hearing Care Center has a wide variety of people throughout the years, including Dr. Milner’s mother Rose, who spent much of her early 90s as the official greeter and resident baker of the office. With a steady stream of clients and friends coming through the door for more than 30 years, the Hearing Care Center often resembles a homey gathering place, providing outstanding hearing health care services.

Dr. Milner is well versed on the newest technologies, and committed to continue providing the one-on-one care that has made Hearing Care Center a success. “30 years went by faster than I could ever have imagined,” said Dr. Milner. “Making a difference in the lives of our clients, our neighbors, and our friends and family members makes it a pleasure to walk through the door everyday.”