

How do I get a hearing aid?

Step 1 - Assessment

You arrange an appointment at The Hearing Care Centre, we aim to offer an appointment within two weeks of request, though it is often within a week. This appointment may last up to two hours depending on the complexity of your problem. Some of the areas that may be covered are listed below: -

- A discussion to find out about your individual difficulties, particular areas where you are looking for improvement and other information that may be relevant to giving you the best possible solution to your hearing problem
- A hearing test to find out about your degree of hearing loss
- Other tests to establish how well your ears are working
- A test of your ability to hear and understand speech
- Discussion of the test results
- Discussion of the hearing aid options



At this point you may be ready to make the decision to proceed with a hearing aid fitting. If so, we may then need to make an impression of the ear for the custom fitted part of the aid.

Step 2 - Fitting

When the hearing aid is ready for fitting and collection, normally after about 3 weeks, we will arrange a suitable appointment either during the assessment appointment or by contacting you by telephone. In 38% of cases we are now able to bring the appointment forward. The fitting appointment will include the points below: -

- Fitting check
- Advice on how to get the best from the aid
- Explanation of the user controls
- Demonstration of removal and insertion of the aid
- Explanation of cleaning and maintenance
- Explanation of battery replacement



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Step 3 - Check-up

The check-up is usually scheduled for about 2 weeks after the fitting of the aid. This appointment gives you an opportunity to raise any issues that have arisen during the initial period of use. It also gives us an opportunity to make a final fitting check. The check-up appointment will include the points below: -

- Answer any questions arising from the initial period of use
- Check on fitting
- Fine tuning adjustments

Step 4 - Review

We will invite you to attend for an annual review on each anniversary of the supply of your hearing aid. This will give us an opportunity to check that your aid is working correctly and if necessary to re-check the hearing levels. The annual check -up is part of our ongoing aftercare programme and no additional charge is made for this service.



Any problems

We aim to offer an appointment within two days for any urgent problems with your hearing aid if you are prepared to be seen at any centre by any dispenser and we are occasionally able to offer same-day appointments if there has been a cancellation. If you prefer to see a particular hearing aid dispenser

about the problem, you will be offered that dispenser's next available appointment. Once per week we offer a session at our Folkestone office for which we do not take advance bookings to allow us to accommodate the most urgent cases, please telephone to check which day if you are unable to arrange a suitable advance appointment.

For further information contact The Hearing Care Centre on our freephone number

0800 028 6179