FORWARD

This document has been prepared to answer many common questions about using your V.A. issued hearing aids. Please keep this information for future use. If you have any questions, please feel free to contact us at any time.

Adjusting to hearing aid use is greatly improved by consistent and persistent use. Any time you have concerns or questions about your hearing aids or their use, we encourage you to call us or come to walk-in clinic.

Hearing aids will be considered for replacement when the instrument proves to be ineffective, irreparable, or your medical condition has changed and a different device is needed. Devices may be replaced one time in a 3-year period if the item was destroyed or lost due to circumstances beyond your control.

YOU ARE RESPONSIBLE FOR REASONABLE CARE IN USE OF YOUR HEARING AIDS. ABUSE MAY JEOPARDIZE YOUR ENTITLEMENT TO FUTURE REPLACEMENT.

V.A. SAN DIEGO HEALTHCARE SYSTEM

AUDIOLOGY SERVICE
(Updated 1/10/19)

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AUDIOLOGY CLINIC CONTACT AND
WALK IN CLINIC INFORMATION

La Jolla (main hospital) 858-552-7564
Mission Valley 619-400-5005
North County/Oceanside 760-643-2012
South Bay/Chula Vista 619-476-6050

Walk-in clinic is available on a first-come, first-serve basis for any hearing aid issues and is available as follows:

Daily (Saturday and Sunday included)
- La Jolla (main hospital): 8:00 a.m.- 2:00 p.m.

Monday through Friday
- Mission Valley: 8:00 a.m.– 2:00 p.m.
- Oceanside (North County): 7:30 a.m.– 1:30 p.m.
- Chula Vista: 8:00 a.m.-11:00 a.m. & 1:00 p.m.- 2:00 p.m.

All clinics will be closed in observance of Federal Holidays.
THE BASICS

You can tell the left from the right hearing aid by color. In-the-ear hearing aids will have colored writing on the shell. Behind-the-ear hearing aids will have a colored mark, normally on the battery door.

Red is for right

Blue is for left

Remember this by thinking "RR" or red-right

User Controls

☐ Push button: ______________________________________
☐ Rocker Switch: _________________________________
☐ Volume Wheel: _________________________________
USE, CARE, & MAINTENANCE

INSERTION AND REMOVAL

IN-THE-EAR HEARING AIDS

Insertion
- A vent hole is located on the bottom of your hearing aid - this is a good way to help you identify the top from the bottom of your hearing aid.
- Hold the hearing aid with your thumb on the bottom (next to the vent hole) and your index (pointer) finger on the top.
- Go straight up to your ear – don’t twist or turn your wrist or the hearing aid.
- Insert the canal portion and then press the hearing aid into place.
- Insertion is easier if you go straight up to the ear canal instead of twisting or turning the hearing aid.

Removal
- Grab a part of the hearing aid in your index finger. Normally it is easier to grab a part close to the back of the hearing aid.
- Once you have grabbed a part of the hearing aid you want to twist it forward toward your nose and then pull it out.
- You may have a removal filament (plastic line) to help to remove your hearing aid – if so just pull on the filament to remove your hearing aid.

Remember – to insert your hearing aid go straight into the ear and to remove it twist it forward.
BEHIND THE EAR HEARING AIDS

Insertion

- Insert the earmold first letting the hearing aid hang until the earmold is inserted.
- The vent hole is always on the bottom of the earmold. Put your thumb by the vent hole on the bottom of the earmold and your index (pointer) finger on the top of the earmold.
- Go straight into your ear canal – don't twist or turn the earmold or your wrist.
- Insert the canal piece and the press the rest of the earmold into place.
- Once the earmold is inserted completely, place the hearing aid up and over the ear. It will sit between your ear and head.

Removal

- Remove the hearing aid from behind your ear first by lifting it up and over your ear.
- To remove the earmold, grab a piece of the earmold with your index finger. It is normally easier to grab a part close to the back of the earmold.
- Once you have a piece of the earmold in your finger, twist the earmold toward your nose and then pull to remove it.

Remember – go straight into the ear canal when inserting your earmold and twist forward to remove it.
**RIC WITH DOME**

**Insertion**
- Hold the tube where it attaches to the dome and gently push the dome into your ear canal.
- Carefully place the hearing aid over the top of your ear.
- Place the retention piece inside the bowl of your ear.

**Removal**
- Grasp tube/wire by entrance of ear canal.
- Gently pull dome out of ear canal and remove hearing aid from behind your ear.
- DO NOT pull on top of tube/wire.
ZINC AIR BATTERY INFORMATION

- Some hearing aids use zinc air batteries. Zinc air batteries will stay at full power and then die within a matter of minutes.

- Hearing aids will alert you by sending out a sound when the batteries need to be changed.

- The sticker on your battery keeps it from draining. Once you remove the sticker the battery will begin draining. After you have removed the battery sticker, allow the battery to sit for several minutes prior to inserting it in your hearing aid. This will fully activate the battery and give you a longer battery life.

- Batteries are harmful if swallowed. Store them at room temperature in a safe place away from children, pets or anyone who may mistake them for pills. If a battery is swallowed, contact the national battery ingestion hotline at: (202) 625-3333.

- Open the battery door at night (or when not wearing your hearing aids) to get the longest battery life possible.

- Zinc air batteries are recyclable and should not be thrown in with regular trash.

- You can contact the City of San Diego Household Hazardous Waste Transfer Facility for disposal information. Many retail outlets will take used batteries. You can go to the earth911 website (www.earth911.com) and type in your zip code to find current retail facilities near you that will take used batteries.

- Use zip lock bags or a plastic container with a lid to store used batteries. You can store used batteries for up to one year and collect five pounds of used batteries prior to recycling.

- According to manufacturer specifications, your batteries should last approximately ____________ days.
GENERAL CARE AND MAINTENANCE

- Keep hearing aids dry and keep them away from moisture.
- Keep the hearing aids clean.
- Do not expose the hearing aids to high heat.
- Avoid dropping the hearing aids.
- Use the hard and soft cases to protect your hearing aids.
- Don't use near hair spray.
- Keep spare batteries handy.
- Don't wear your hearing aids while sleeping.
- Keep safe from children and pets (dogs especially).
- Don't wear your hearing aids around hazardous noise – use hearing protection instead.
- If you wear BTE hearing aids you will need to have the tubing changed about every six months or when tubing becomes hard/brittle. Please come to our walk-in clinic for tubing changes (see page 3 for walk in hours).
CLEANING TECHNIQUE

- Daily cleaning of your hearing aids is **VERY IMPORTANT** for proper function.

- Wipe your hearing aids with a dry tissue when you remove them from your ears. Do not use alcohol or water to clean them.

- Check and clean your hearing aids at least once daily

  o **Loop** – use this tool to clean the sound opening of your hearing aid. Put the loop in the sound opening **AT AN ANGLE** rather than going straight in. Going in at an angle will prevent damage to the hearing aid.

  o **Brush** – use the brush to clean any dirt from the microphone. You can also use the brush to clean the sound opening. Hold the hearing aid so the sound opening is facing the ground. Insert the brush into the sound opening (you can go straight in with the brush) and move the brush around. With this method the dirt should drop out of the sound opening instead of going inside the hearing aid.
Some hearing aids have small white filters that need changing (when dirty/plugged). If the hearing aid sounds dead or weak, this is the **FIRST** thing you should try (along with changing the battery)

**In-the-ear & Receiver-in-canal with earmold**

1. [Image 1]
2. [Image 2]
3. [Image 3]
4. [Image 4]

**Receiver-in-canal (once dome removed)**

1. [Image 1]
2. [Image 2]
3. [Image 3]
4. [Image 4]
TROUBLESHOOTING TIPS

If your hearing aid stops working, try these things before calling us or coming to open access.

- Check the battery (try a new battery) and make sure the battery is placed correctly in your hearing aid.

- Check the volume control and any buttons/switches to be sure you are in the right program and at an adequate volume level.

- Be sure the sound opening is not blocked with wax or dirt.

- If your hearing aids utilize wax guards, try changing the wax guard (see page 11).

If the hearing aid cuts in and out:

- Move the volume control and/or buttons/switches back and forth to clear any debris.

- Open and close the battery door several times in a row.

If the above steps have not resolved the issue, please come to our walk in clinic for service (see page 3 for walk-in hours).
SUPPLY ORDERING INFORMATION

- If you utilize zinc air batteries, your first shipment of batteries will be sent to you automatically from the Denver Logistic Center (DLC). You will receive mail reordering instructions and a postcard order form with your initial battery shipment.

- It takes about three weeks to receive your batteries/supplies in the mail once they are ordered. Order batteries/supplies when you are down to a one-month supply. DLC will send a six-month supply of batteries with each order.

- There are several ways you can order your supplies through DLC:
  
  o You can utilize a postcard order form and mail it to DLC. You will receive a sample order form with your hearing aid information at your fitting appointment.

  o You can order your supplies online through the eBenefits website at: www.ebenefits.va.gov. You must first apply for a premium level account through the eBenefits website. Once you are logged in as a premium user, select “apply for benefits” and go to the “health” subcategory. You can then click on “order hearing aid batteries & prosthetic socks” to order batteries.

  o You can order supplies by phone utilizing DLC’s 24-hour automated phone system. Call 303-273-6200 and follow the prompts. You will be prompted to press “1” to use the automated reorder system. You will be prompted to enter your social security number and verify your mailing zip code to place your order. You can also speak to a representative to order batteries or other supplies by pressing “2” at the prompt.

My hearing aids supplies:        Wax filters ______________
Domes _________________________
Batteries _____________________
Other ________________________
HEARING AID FEEDBACK (WHISTLING)

NORMAL FEEDBACK OR WHISTLING

This type of whistling can happen when:

- the hearing aids are turned on when you insert or remove them
- the microphone is covered (e.g. by your hand)
- the volume control is turned up too high
- you are too close to a solid surface
- there are extreme body movements (i.e. bending over)

ABNORMAL FEEDBACK OR WHISTLING

This type of whistling can happen when:

- you are talking, chewing or laughing
- before you have reached a comfortable volume level
- the hearing aid fits too loosely in the ear
- There are several ways to successfully utilize the telephone with your hearing aids. Most hearing aids have an automatic phone feature and do not require an additional program for phone use.

- Following are general instructions for the automatic phone feature:

  o Hold the phone receiver near the hearing aid until you find the "sweet spot" where you hear best.

  o If you use a BTE hearing aid, you need to hold the phone receiver near the microphone (above your ear).

  o If you do hear feedback, attach a telephone magnet to the phone receiver (magnet available through the Audiology clinic).

  o When the call is complete, hang up the phone. The hearing aid will automatically go back to your previous listening program.
REALISTIC EXPECTATIONS

HEARING AIDS:

- Will not restore hearing to "normal." Hearing aids are basically amplifiers – that means they make sounds louder but not always clearer.

- Will not necessarily make hearing in noise clearer. Remember hearing aids will amplify both speech and noise. Most people with "normal" hearing have difficulty hearing in noise also.

- Will help in understanding speech. Hearing aids, along with good communication strategies, can help you to understand speech in many everyday listening situations.

- Will help to overcome frustration, embarrassment in trying to understand.

- Will decrease effort and stress.

***The biggest secret to successful hearing aid use is to wear your hearing aids full time!!!***
TIPS FOR EASIER COMMUNICATION

(LISTENER)

- Use your hearing aids full time!!

- Stop what you are doing and look at the speaker – concentration is very important. What you see can add important information to what you hear.

- Use good lighting.

- Reduce noise in your environment to hear speech better:
  
  o Turn down/off noise (TV, radio, etc.)
  o Move closer to speaker, farther from noise
  o Go to a quieter location

- Confirm important details – repeating what you think you heard can prevent problems later on.

- Admit if you don't understand - ask questions or have speaker rephrase – avoid saying "huh?" Pretending you understand when you don't is a "no win" situation.
TIPS FOR EASIER COMMUNICATION
(SPEAKER)

- Be in the same room
- Get the hearing aid wearer's attention first
- Wait until the hearing aid wearer is looking at you
- Speak slowly and clearly, but don't shout.
- Keep your face and mouth visible
- Use gestures
- Reduce noise
- Rephrase rather than repeat if you are not understood
EXTRA COMMUNICATION TIPS

RESTAURANTS
- Do not sit near the kitchen
- Go where there is soft music or no music
- Go to restaurants with fewer tables
- Avoid popular eating times when restaurants are more crowded and noisy
- Think soft – select restaurants with drapes, carpet and fewer windows
- Rest up before you go
- Remember – the closer you are to the speaker the louder they are compared to noise
- Tell others about your hearing loss and make suggestions on ways to improve communication

GROUP MEETINGS
- Arrive early in order to select the best possible seat
- Choose your seat in order to see and hear the speaker
- Obtain a copy of the agenda and read it prior to the start of the meeting
- After the meeting starts if you find you have chosen a poor seat, move to a better spot
- Ask about the use of assistive listening devices prior to the meeting
- Ask a friend to attend the meeting with you and jot down key words if you lose the trend of the meeting
- Encourage the use of name tags
EXTRA COMMUNICATION TIPS

COMMUNICATING IN THE CAR
Communicating in the car can be very difficult even with hearing aids because: 1) road/background noise is very loud compared with speech; 2) motor noises tend to muffle soft consonant sounds; 3) speaker is not facing the listener. To improve communicating in the car:

- Do not use the radio, sun roof or fan
- Keep the window on your side rolled up
- If you are the driver and wear two hearing aids, turn off the left aid
- If you are the passenger turn off the hearing aid closest to the window
- Sit in the front seat if you are trying to communicate
- Conversation in the car may be dangerous if you rely heavily on speechreading. You may need to avoid conversation altogether and may need to explain this beforehand to passengers.
- Use assistive listening devices

ANSWERING QUESTIONS
Many times hearing impaired listeners answer questions incorrectly because they do not understand what is being asked. There are two effective ways to deal with questions that facilitate communication:

1. Repeat or rephrase as much of the question as you can, asking if you heard correctly. For example: "Where did you spend Christmas?" "Did you ask where I went for Christmas?" Your response calls for a yes or no answer – this will let the listener know if you understood the question.

2. Repeat enough of the question in your answer that the listener will know if you understood. For example: "Do you take cream in your coffee?" "Yes, I would like cream please." Again, this will allow the listener to know if there is a misunderstanding.
CLEAR SPEECH TECHNIQUES

Although hearing aid technology has become more advanced, hearing aids still can't restore hearing to normal. Clear speech techniques can be used by family and friends to make it easier for a hearing-impaired person to hear speech. One recent study showed using clear speech techniques can increase speech understanding by up to 40%.

How can you help your loved ones to learn to speak more clearly? Simply ask them to do four things when communicating with you:

- Slow down their speech a bit
- Speak a tiny bit louder
- Say things as clearly as possible without exaggerating their mouth movements
- Pause at meaningful places so that your ears can catch up with their mouths

For example:

"My husband's sister is coming to visit us in April."

Utilizing pauses (as well as speaking slower and slightly louder):

"My husband's sister (pause) is coming to visit us (pause) in April."

Although clear speech is easy to produce, it can be difficult to break old speaking habits. You may need to develop a reminder system until clear speech techniques become a habit.
ASSISTIVE LISTENING DEVICES

There are other devices you can use to help you hear better besides your hearing aids. These are known as assistive listening devices (ALDs). Some of these devices include: infrared television headsets, FM systems, special smoke detectors and amplified telephones. There are also accessories for your cell phone available to make them "hands free." ALD’s are amplifiers that bring sound directly into the ear and generally amplify just the speaker and not the "noise."

As a person with hearing impairment, you are entitled to services under the Americans with Disability Act. When you are in public places you can ask if these services are available to you. Theatres and playhouses normally have ALDs available for patrons. California also provides free amplified telephones to hearing-impaired residents. Please see your audiologist for more information.

Below is the international symbol denoting that a public building can assist persons with hearing loss. Look for this at movie theatres, playhouses, meeting halls, auditoriums, airports, hotels/motels, etc. in order to receive assistive devices.
FOLLOW UP PHONE CALL

Someone from Audiology will be contacting you by phone in about 30 days to ask you questions about how you are doing with your new hearing aids. The phone call will take about 10-15 minutes of your time and will help us to assess whether an in-person visit is needed to make changes to the fit or programming of your new hearing aids. Please ensure that we have your current phone number on file before you leave the clinic today.

We will be asking you questions regarding the fit and performance of your hearing aids. This phone call is a very important part of the hearing aid fitting process, as it will allow us to assess whether further modifications or changes are needed to help you to get the most from your hearing aids. We want you to be a successful hearing aid user!!!

It may be helpful for you to take some notes during the first month of wearing your new hearing aids, particularly if there are any questions you have regarding the care or use of your hearing aids or any difficulties you are experiencing.

If you are having any difficulty with the fit or use of your new hearing aids, please feel free to come to our walk-in clinic PRIOR to your 30-day phone follow up, so we can address any problems that may prevent you from wearing your hearing aids.

Also, please look over the IOI-HA form on the following page after utilizing your hearing aids ~30 days. We will be asking for your responses to this survey during our phone call.

Your hearing aids have a 180-day trial period. We are only able to change the style, model or manufacturer of your hearing aids during this trial period. The end date of your trial period is printed on your battery information form. Please return to the Audiology clinic within your trial period if you feel you need to change the style, model or manufacturer of your hearing aids.
Audiology and Speech Pathology Service

Outcome Measures Questionnaire IOI-HA

Name (please print): ___________________________ Last 4 of SSN: ___ ___ ___
Completion date (mm/dd/yy): __________________ Method of entry: Return Mail

Please select the best answer to each question in regards to your most recently issued hearing aids.

1. Think about how much you used your present hearing aid(s) over the last two weeks. On an average day, how many hours did you use the hearing aid(s)?
   - None
   - Less than 1 hour per day
   - 1 to 4 hours per day
   - 4-8 hours per day
   - More than 8 hours per day

2. Think about the situation where you most wanted to hear better, before you got your present hearing aid(s). Over the past two weeks, how much has the hearing aid helped in those situations?
   - Not at all
   - Slightly
   - Moderately
   - Quite a lot
   - Very much

3. Think again about the situation where you most wanted to hear better. When you use your present hearing aid(s), how much difficulty do you still have in that situation?
   - Very much
   - Quite a lot
   - Moderate
   - Slight
   - None

4. Considering everything, do you think your present hearing aid(s) is worth the trouble?
   - Not at all
   - Slightly
   - Moderately
   - Quite a lot
   - Very much

5. Over the past two weeks, with your present hearing aid(s), how much have your hearing difficulties affected the things you can do?
   - Very much
   - Quite a lot
   - Moderately
   - Slightly
   - Not at all

6. Over the past two weeks, with your present hearing aid(s), how much do you think other people were bothered by your hearing difficulties?
   - Very much
   - Quite a lot
   - Moderately
   - Slightly
   - Not at all

7. Considering everything, how much has your present hearing aid(s) changed your enjoyment of life.
   - Worse
   - Not at all
   - Slightly better
   - Quite a lot better
   - Very much better

8. How much hearing difficulty do you have when you are not wearing a hearing aid?
   - Severe
   - Moderately severe
   - Moderate
   - Mild
   - None
MANUFACTURER CUSTOMER SUPPORT INFORMATION

VA Specific Phone Numbers/Websites for Patient Technical Support:

**Oticon**
855-400-9766
**24/7**
Website: [https://www.oticon.com/support](https://www.oticon.com/support)

**Phonak**
866-230-0110
**support provided 8:00 a.m. – 5:00 p.m. (Central time)**

**Resound**
1-888-735-4327
**support provided 8:00 a.m. – 5:00 p.m. (Central time)**
Website: [https://www.resound.com/en-us/help](https://www.resound.com/en-us/help)

**Signia/Siemens**
1-800-350-6093
**support provided 8:00 a.m. - 8:00 p.m. (Eastern time)**
Website: [https://veterans.signiausa.com/home/help-for-veterans-military/how-to-videos/](https://veterans.signiausa.com/home/help-for-veterans-military/how-to-videos/)

**Starkey**
1-800-221-7789
**support provided 7:00 a.m. – 7:00 p.m. (Central time)**
HEARING AID ORIENTATION CHECKLIST

☐ Availability of walk in clinic / Clinic hours and numbers
☐ Right / Left
☐ On / Off
☐ Review of any manual controls
☐ Insertion / Removal
☐ Battery replacement / charging
☐ Cleaning and troubleshooting
☐ Wax management (e.g., filter changing, tube cleaning)
☐ Supply ordering
☐ Normal / Abnormal feedback
☐ Telephone use (mobile and/or landline)
☐ Realistic expectations and limitations
☐ Communication strategies and considerations
☐ Telephone follow up in 30 days
☐ Manufacturer support (if available)
☐ Trial period and warranty