

## ASSIGNMENT NUMBER #21

Worth 1 point

In this assignment you will discuss with the supervising audiologist the office procedures for hearing aid repair and hearing aid warranties.

Instructions to the Supervising Audiologist:

- o Please tell the assistant which company you use for out-of-warranty hearing aid repairs. Show the assistant the forms used for repair.
- o Discuss with the assistant your policies for the sending out aids for repair.
  - o Do you require the assistant to discuss each case with you before sending for repair?
  - o Do you have certain circumstances where repair services can be ordered by the assistant independently, without consultation? If so what are these defects that would automatically go to for repair?
  - o Will the age of the hearing aid determine whether the assistant may independently send hearing aids for repair? (Do you want to consult if the hearing aid is older, and the patient may be better served by obtaining a new aid?)
  - o Has the assistant shown enough clinical judgment to be able to make the decision on when to send the aid for repair, and when you should first be consulted that the assistant may make this determination?
  - o How is the assistant to note that hearing aids are sent for repair? Does the assistant make a chart note? How will the aids sent for repair be tracked to ensure that the aid is returned to the patient? Please discuss this with the assistant.
  - o How is the assistant to ship the hearing aids sent for repair? How are they packaged? What form of delivery is used (Fed Ex, UPS...)?
  - o When the hearing aid is returned from repair, what do you want the assistant to do?
    - o Will a listening check be sufficient, should the assistant run electroacoustic analysis?
    - o How will repair status be documented?
    - o When is the patient informed of the repair, or is the visit to pick up the hearing aid scheduled when the hearing aid is dropped off for repair?
    - o Who will see the patient for dispensing the repaired aid?
  - o Discuss the pricing of repair services and the methods of billing for repair. What is the cost of one year versus six month warranties to the patient? How are these fees collected, before repair or when the aid returns?
    - o Discuss the loss and damage policies on new aids.
    - o Do you routinely send reminders of when the warranty on the hearing aid is set to expire? Do you have a mechanism for patients to purchase warranty extensions? Please explain these policies to the assistant.

Please complete this documentation of completion of this discussion for assignment#21

Student name \_\_\_\_\_

Student identification number \_\_\_\_\_

Supervising audiologist's name \_\_\_\_\_

Audiologist's Signature \_\_\_\_\_ Date \_\_\_\_\_

Comments: