



PATIENT INFORMATION

Advice and Common Problems

Things to remember:

- Please take good care of your hearing aid and also note that if it is lost there will be a charge.
- New 'How To' videos are now available - please visit <http://www.torbayandsouthdevon.nhs.uk/services/audiology/hearing-aids/hearing-aids-videos/>
- If you have children or small animals please keep the hearing aids and batteries in a safe place. Batteries are harmful if swallowed.
- If you have two hearing aids, remember that there is a red marker to indicate the hearing aid for your right ear.
- Hearing aids should not get wet. When showering please remember to remove them.
- If you accidentally get them wet, remove the battery and leave the hearing aid to dry overnight.

Using your hearing aid with the telephone

If you are using your hearing aid with the telephone, you will need to hold the telephone receiver just above and slightly away from your ear. This ensures that the sound is directed into the microphone of the hearing aid.

If you are still unable to manage on the telephone, it might be worth trying an amplified telephone or a telephone with the loop system. Please speak to your audiologist about this.

Troubleshooting

If you find that your hearing aid is not working, it may be one of the following problems:

- The battery is dead or not in correctly. Make sure that the battery is placed with the plus facing upwards. Occasionally, you might find that a new battery does not work. If this happens, try using a fresh battery.

- Check the earmould tubing for moisture. If there are droplets in the tubing, detach the earmould from the hearing aid and shake the earmould vigorously. Leave the earmould in a warm place, such as an airing cupboard until it is completely dry. If you find that moisture regularly builds up in the earmould tubing then speak to an Audiologist about this.
- Check the earmould tubing for wax, if the earmould is cleaned regularly this should not be a problem (see advice on cleaning). If this happens regularly your ears may be blocked with wax, if unsure have your ears checked by your GP.

If your hearing aid is whistling it may be for one of the following reasons:

- Your earmould may not be in properly, if this is the problem you may find that it is uncomfortable. Also your hearing aid may fall out. If you are unsure whether you are putting your earmould in properly, please see an Audiologist for advice.
- There may be wax in your ears, please have your ears checked by your GP before arranging an appointment to see an Audiologist.
- Your earmould may need replacing; these do shrink over time and this can cause the hearing aid to whistle. Again, your ears will need to be clear of wax before we can take a new impression of your ears.

Additional information

If you have any questions about your hearing aid you can contact us by phone or email.

Telephone: ☎ (01803) 656325

Email: audiology.sdhct@nhs.net