

PATIENT INFORMATION

Charging for Loss or Damage of Hearing Aids

Your hearing aid is a valuable and delicate instrument. Please treat it with the utmost care.

If for any reason you have to send it through the post, please ensure that is adequately wrapped to avoid damage. In your own interest it is unwise to tamper with your hearing aid.

You are advised that should you lose your hearing aid or damage your hearing aid through negligence or neglect you may be liable to a charge of £50.00. Your Audiologist will discuss this with you and let you know if charging is applicable.

This charge will be waived if you can produce proof that you have or are receiving:

- Income Support
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance (ESA)
- NHS Tax Credit Exemption Certificate
- Pension Credit Guarantee Credit
- You Have a Low Income and are Named on Certificate HC2 or HC3
- Universal Credit Award Notice

However, if you have previously lost or damaged an aid and had the charge waived, this will not be considered a second time.

If you disagree with a charge being made, you have the right to appeal. To do this you must contact the Head of Audiology in writing to explain how the aid has become lost or damaged. This letter will then go in front of a panel of three (one non-audiologist) and a decision will be made. You will then be contacted to advise you of the decision.

If you have previously paid for an aid which has been lost and should subsequently find it again within three months, we can reimburse you provided you return the aid in good working order and proof of payment/receipt

There are various methods of payments. Please let us know which your preferred method is.

- 1st Method - Payment by cash/cheque.
- 2nd Method - Payment by credit/debit card.
- 3rd Method - Payment by raising an invoice.

Payment must be made prior to another aid being issued.

If you have any questions about charges for lost or damaged hearing aids you can contact us by phone or email.

The charging policy exists due to the fact that replacing hearing aids costs the NHS thousands of pounds a year. The charge of £50.00 does not fully cover the cost to replace a hearing aid.

Telephone: 📞 (01803) 656325

Email: audiology.sdhct@nhs.net

For further assistance or to receive this information in a different format, please contact the department which created this leaflet

Working with you, for you