

# AUDIOLOGY DEPARTMENT

<u>Title</u>	Covid-19: Telephone and postal hearing aid refittings - adults		
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<u>For use in</u>	Audiology Department, Plymouth Hospital NHS Trust		
<u>By</u>	Audiology Staff		
<u>SOP issued</u>	<i>Date</i>	March 2020	
<u>To be reviewed</u>	<i>Date</i>	June 2020	Reviewed
SOP version number:	v1.1	<u>Supersedes</u>	N/A

## Background

With the suspension of face-to-face appointments during the Covid-19 pandemic, there remains a need to support patients with hearing loss to enable them to function. Existing users, who know how to use their hearing aids and are reliant on them, but who may have had a change in hearing or have old, failing devices need their new ones where possible.

This SOP provides a system to enable that to happen, with their consent.

## Appointment Process

Use the COVID-19 TELEPHONE REFIT template

This will be a telephone appointment.

Set hearing aids up, connected to the Danalogic software

Confirm ID as normal for telephone appointments

Explain the purpose of the call – to offer the patient the option of having new aids posted out.

Advantages: they will receive the aids now, rather than having to wait until after the current crisis changes; the new hearing aids give the opportunity for people to adjust them via their smartphone, and for us to make remote changes via their smartphone

Disadvantages: the amplification of the hearing aids won't be fine tuned to take into account individual differences in their ears and ear moulds; we can not run the feedback cancellation system

If patients decline postal fitting, to remain on the waiting list

If patients accept postal fitting, to continue with the call.

Agree programmes – recommended according to listening needs assessment

If printed, valid only on the day of printing

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Agree controls – volume control, linking of hearing aids

Discuss Remote Assist – take verbal consent if patient wishes to go ahead with this. Take email, and offer either emailed or posted consent form. Reassure patient they can withdraw at any time

Book telephone follow-up (note – if at the telephone appointment the patient is happy with the fitting, we will not call them back for real ear measures)

If their aids are Synergy (or Phonak Sky) tell them we will want the old aids returning. If their aids are older than this, tell the patient that when things return to normal, they can drop the old aids to us and we can find a good home for them.

End call

### **Programming Process**

Set aids up as agreed (programmes, controls)

Verify in the coupler – if thin tube fittings, verify function using an acoustic elbow, but do not match target

For thin tube fitting, consider using double-dome where feedback would likely be an issue

Where consent is given, activate remote access as per the separate SOP

Print from software the settings page

Save

### **Administration**

Complete template

Post the aids along with:

IMP

Full instruction book

Print-out of hearing aid set-up for individual fitting

Bemore booklet where patient has indicated smartphone use

Remote assist consent where patient has requested a paper copy

Covering letter, plus copy to GP and referrer (if referrer not GP)

Addressed envelope and resound pouch for return of aids when these are required as above

Email admin to confirm:

Telephone contact completed

Fitting of 1 or 2 aids (AQP, non-AQP, complex)

Date and time of telephone follow-up