

Fitting Guide

Contact Patient

1. Call patient via phone, Teams or email to inform them we will be sending their hearing aid through the post along with all the information they need to start using the hearing instrument(s).
2. Patients with new ear moulds, discuss whether patient can cut tubing to the correct length themselves.
3. Advise patient to go to <https://www.resound.com/en/help/hearing-aids/other/videos> for video's on how to insert your aid and to manage the hearing aids.
4. Advise patient to download and install the GN BeMore app onto their smart phone or tablet. (Take note whether Android or iOS)
<https://www.youtube.com/watch?v=eU2V1ueR-Q>
5. and how to use the App <https://www.youtube.com/watch?v=YvxGbBgHDc4>
 - Gain consent for Hearing and Balance to use remote telecare – explain what remote telecare is and the reason for using it.
 - Include this in email message if contacting via email.
 - **Please record in the journal, how and when you gained the patients consent.**
6. Explain that the hearing instruments will need to be paired with their phone or tablet using the app, and reassure patient that all necessary info will be sent in the post or via email.
7. Discuss patients' needs regarding programme and VC options and record choice in Auditbase.

Hearing Aid Setup

8. Open journal and read entries. Note any hearing instrument fitting related details
9. Open GN software as normal.
10. Login to GN online services - Follow GN instructions for online services [here](#).
11. Activate remote telecare in GN fitting software where patient consent has been gained.
12. Patients for open style fittings, use clinical judgement to:
 - Err on the side of *more* occlusion to reduce the chances of feedback (DFS cannot be run remotely)
 - Perform a simulated fit and check fitting software if unsure if an instrument and/or a particular setup is suitable
 - If using truly 'open' tips, select a smaller rather than a larger size.
 - Those already fitted with hearing instruments that are using 'Life Moulds' try fitting with a power dome unless this has been tried in the past and was unsuccessful.
 - Send a medium *and* large dome to the patient for them to try both.
 - Those who will be continuing to use 'Life Moulds,' fitted with thin tubes from a manufacturer other than GN, will need to be able to change the tube themselves.

- Instruct patient to send the ear moulds to us to change tubes if they are unable or unwilling to do it themselves.
13. For new patients with ear moulds, send instructions on how to cut tubing to the correct length and attach hearing instrument
 14. Patients with previous hearing aid experience, particularly those with high power aids, use clinical judgement to:
 - check fitting formula of previous fitting and apply the same strategy to the new hearing instruments unless journal entry says otherwise
 - check any recent changes in hearing thresholds note whether a significant increase or decrease in gain has previously been applied
 - increase, or decrease, gain based on previous settings and/or increased VC range
 15. Programme the hearing instruments as per the patient's preference regarding VC and programme options.
 16. Measure hearing instrument response in the Primus coupler and adjust to meet targets where necessary using clinical judgement.
 17. Organise follow up appointment to be conducted via phone or Teams meeting and book in Auditbase. Send confirmation via post or email.
 18. Update journal and issued hearing instruments and accessories in Auditbase
 19. Post instruments in pouch, in a padded envelope making sure aid is adequately protected and include info/leaflets etc

Postal Check List

Remove batteries from aids

1. Hearing instruments
2. 2 packs of batteries per hearing instrument
3. Pouches including cleaning tool
4. Spare tubes and domes
5. Appropriate information leaflets (can be sent via email – leaflets [here](#)): VC, programme button, battery changing, on/off, app info, re tubing, insertion etc.
6. Lost aid information letter to be sent with aid
7. Remember to send postage paid envelope for old aid