



Royal Berkshire
NHS Foundation Trust

Hearing aid fitting pack

Setting up and using your
hearing aids

Welcome to your new hearing aids. Enclosed in this pack should be everything you need to know when embarking on your hearing aid journey. Please read this pack first as it will guide you through the simple steps required to set your devices up and begin hearing things in a different way.

We recently contacted you and asked you a few questions before we sent you your new hearing aids, what you mentioned to us then and during your previous appointments has been accounted for in the hearing aid settings to try and tailor them to your specific needs.

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What's in your fitting pack



• Cover letter	
• Your hearing aid(s) <ul style="list-style-type: none">◦ marked Blue for left and Red for right	
• Batteries and battery card	
• Hearing aid pouch and cleaning tool	
• 'Your hearing aid' booklet (see page 29 for details regarding the set-up of your hearing aids)	
• 'Fitting of your hearing aid tubing' leaflet	
• Tips for remote Audiology consultations	
• GN Wireless accessories leaflet	
• General warnings leaflet	
• For hearing aids with earmoulds <ul style="list-style-type: none">◦ Earmoulds (if you have new ones)	
◦ Spare earmould tubing (see pages 11 + 12 in 'Your hearing aid' booklet)	
• For hearing aids with thin tubes	
◦ Cleaning wires (see page 10 in 'Your hearing aid' booklet)	
◦ Spare thin tubes and domes (if you have had thin tubes before; see pages 10 + 13 in 'Your hearing aid' booklet)	

Booklets

If these are your first hearing aids, it is important that you read the manufacturer's manual. This will tell you about the different parts and functions of the hearing aids.

The blue booklet 'Your hearing aid' describes how to insert the hearing aids, depending on whether they are: **open fit** (thin tubes and domes) or **closed fit** (with earmoulds). It also contains a troubleshooting guide.

If you have earmoulds, there is a leaflet on how to trim the tubing to the right length and connect it to the hearing aid. There are videos available on YouTube demonstrating how to trim the tube and connect your new mould to your hearing aid too. These videos can be found at: <https://www.youtube.com/channel/UCrqcCnMoVr8DxI21oESgZRA> or by typing "YouTube Royal Berkshire Hospital Audiology" into Google.

How the hearing aids were set up

Your new hearing aids have been programmed according to the prescription generated by your latest hearing test and so are customised to you. They are ready to wear once you have inserted the batteries.

Do not be surprised if the hearing aids sound loud or tinny – this is normal and what we would expect. Your brain needs to adjust to the new sound information as it gets through the aids – a process called 'acclimatisation'. The sound will improve as you wear them more.

When we last spoke to you, we discussed a feature known as '*data logging*'. This monitors hearing aid use, volume and sound preferences. If you are experiencing an issue with your hearing aids, this feature can help clinicians to identify what changes might be needed to fix the issue. If you gave consent to this feature when we spoke to you, it will be active. However, it can be deactivated in future if you wish.

Follow up

We will contact you to arrange a follow up in due course. This appointment will be conducted via telephone or video call, depending on your preference. Please inform us if any of your contact details are incorrect or have changed.

Repairs

If you have any issues that are not resolved by the tips listed in the troubleshooting guide (pages 15-16 in the 'Your hearing aid' booklet), please do contact our Repair Service. Currently, access to the Repairs Services is only via:

- Email: Audiology.Repair@RoyalBerkshire.nhs.uk or by
- Telephone: 0118 322 8219 / 8637

Battery provision

You can obtain hearing aid batteries by post, there are instructions on the back of your Battery Issue Card. You can also obtain more tubes, domes and tubing by post. If you have any problems, please email where possible. If you do not have access to email, please call us on 0118 322 8219 / 8637.

Under normal circumstances batteries may be obtained from the reception desk in Audiology 2 at the Royal Berkshire Hospital, from our other hospital sites or your GP surgery reception, but not at present (during the Coronavirus pandemic). Regrettably, we do not know how long this restriction will last.



Your battery card shows that you are entitled to the batteries and the receptionist will sign it to say they have been issued to you. The battery sizes are identified by the colour on the packet: yellow/brown/orange/ blue. Please state which colour you need.

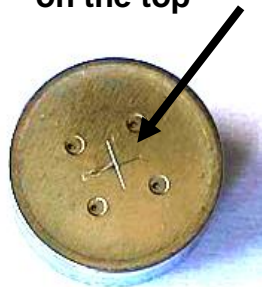
Batteries will last approximately 5-10 days. When a battery is running low, your hearing aids will play a melody every 15 minutes until the battery is empty and the hearing aids switch off. Therefore, it is a good idea to carry spare batteries with you.

How to insert your hearing aid battery

- Unclip the battery drawer and open the drawer so the battery compartment is accessible as shown below.
- Take a battery out of the packet and remove the coloured tab from the top as shown overleaf



**Look for the cross
on the top**



- Drop the battery into the compartment with the '+' facing upwards. There is a magnet on the cleaning brush which may help when handling the batteries as shown overleaf.



- Gently clip the battery drawer shut - this should close easily. If the drawer does not close easily – double check the “+” is on the top. Never put the battery in upside down as shown below



Battery safety and disposal

Please note batteries are **toxic** and should always be kept out of reach from children and stored safely. Batteries can cause serious injury if they are swallowed or placed inside the body (such as nostrils or ears). If you suspect any person or pet has swallowed or placed a battery in their body, you should **seek immediate medical help**.

If you use hearing aids and work or live in proximity to vulnerable adults or children under 5, it may be appropriate to have a tamper proof battery lock fitted to your aids. Speak with your audiologist if you have any concerns or you would like a battery lock added to your hearing aids.

When disposing of batteries, do not put them in the bin. Please take them to a local battery recycling point or return them to the Audiology Department to recycle. You can send them to us in the post or bring them in next time you visit us in the department.



BeMore App from Danalogic

If you have a smartphone or tablet, you can download the *BeMore* app to work with your hearing aids. This app is free to download on App Store or Google Play, just search for 'BeMore' and look for the BeMore icon.

It has many features to help you get the most from your hearing aids. BeMore can help you locate missing hearing aids, adjust the volume and programmes and you can modify the treble (high), middle and bass (low) tones to your personal preference.

Danalogic provide further information in short and clear guides here: <https://datalogic.co.uk/for-patients/additional-brochures/bemore-app-guide#resources>

GN Online Services (Remote Assist)

For those who are able to download the BeMore app, you have the option of activating the Remote Assist function. This exciting feature is compatible with the Ambio hearing aids made by Danalogic.

Remote Assist allows fine-tuning of your hearing aids wherever you may be, you would not have to visit us in the department!

Remote Assist is straight-forward and easy to use:

- 1) The BeMore App guides you through a questionnaire detailing the issue you are experiencing with your hearing aid(s).
- 2) The Audiology department receives this information and makes fine-tuning adjustments to remedy the issue described.
- 3) You receive a message when the new settings are ready and the

BeMore app will guide you through installing the new settings to your hearing aid(s).

- 4) After a couple of days, you would be asked to rate the new settings. If the issue persists or cannot be remedied with fine-adjustments we would contact you to discuss the next steps.

Consent to use Remote Assist

When we spoke to you recently, we discussed this exciting new feature and if you consent to the terms and conditions of using it.

In order to use Remote Assist, we require your consent to GN Online Services having access to information such as your name, hearing levels and hearing aid settings. A copy of the terms and conditions is available on the BeMore app and we can send you a copy via email. If you consented, you will now be able to use the Remote Assist feature on your BeMore App.

You can withdraw consent at any point if you wish but this would mean that you are no longer able to use the Remote Assist feature.

Supporting resources

There are many other organisations, groups and services which provide additional support and advice. In most cases, they are free of charge.

Here is a selection of resources provided by the Royal Berkshire Hospital Audiology department and other relevant services. It is worthwhile having a look at these resources as increasing your knowledge of hearing aids has the potential to greatly improve your confidence in using them and in communicating generally.

'Your hearing aid' booklet

This blue booklet is included in your pack and provides information on hearing aid use, maintenance and trouble-shooting. It also contains the details regarding the set-up of your hearing aids and tailored management plan.

Royal Berkshire Hospital Audiology YouTube Channel

We have created several short videos providing advice and guidance regarding the maintenance, cleaning and handling of hearing aids. The videos have been designed to be used alongside the 'Your hearing aid' booklet. The videos can be accessed here:

www.youtube.com/channel/UCrqcCnMoVr8DxI21oESgZRA

or by typing 'YouTube Royal Berkshire Hospital Audiology' into Google.

Royal Berkshire Audiology website

Our website provides information regarding our services and links to our supporting materials. It can be accessed here:

<https://www.royalberkshire.nhs.uk/wards-and-services/audiology.htm>

C2Hear

C2Hear Online provides a wealth of information for those with hearing loss and for their friends and family. It includes a series of short, interactive, multimedia videos about hearing aids, hearing loss and communication. The videos have been developed with hearing aid users and audiologists in order to provide relevant and useful information. It can be accessed here: <https://c2hearonline.com/>

Danalogic

The majority of the hearing aids that we fit for adults are made by Analogic. They have various hand-outs and short videos to aid troubleshooting, instruct on maintenance and provide information regarding the BeMore App. Their support materials can be accessed here: <https://danalogic.co.uk/for-patients/>. Please check your battery card or contact us if you are unsure which model of hearing aid you have.

We hope that you enjoy your new hearing aids. If you do have any questions that have not been addressed by this fitting pack, you can contact us on Audiology.Repair@RoyalBerkshire.nhs.uk. If you do not have access to email, you can call us on 0118 322 8219/8637.

For Trust information, visit www.royalberkshire.nhs.uk

If you would like this leaflet in other languages or formats (e.g. large print, Braille or audio), please contact the Audiology Department.

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