



HEARING HEALTHCARE

— CENTRE —

TERMS AND  
CONDITIONS



## **INTRODUCTION**

Hearing Healthcare Centre are specialists in the field of audiology, and have been established over 50 years. Chris Carr (Director, Founder and Head Audiologist) has over 35 years of experience, and has worked closely with wife, Conny (Director and Audiologist) and stepson, Andy (Director, Operations Manager and Audiological Assistant) to ensure a successful, independent, family-run business.

Hearing Healthcare Centre are registered and governed by the Health and Care Professions Council (HCPC), who are the regulatory body for all private hearing aid audiologists and who ensures competency and compliance with required standards. In addition, Hearing Healthcare Centre are members of the British Society of Hearing Aid Audiologists (BSHAA) and are founder members of the Association of Independent Hearing Healthcare Professionals (AIHHP). All audiologists at Hearing Healthcare Centre fully conform to current, legal requirements. A copy of the 'Code of Practice' is available on request, or from the relevant website.

## **TERMS AND CONDITIONS**

The supply and fitting of hearing aids are subject to the following terms and conditions; none of these terms affect your statutory rights:

## LOCATIONS

Hearing Healthcare Centre services the East Anglian area, with our three branches, situated in Cambridge, Peterborough and Saffron Walden.



### **CAMBRIDGE HQ**

140 High Street  
Chesterton  
Cambridge  
CB4 1NW

### **PB BRANCH**

Unit 26  
Orton Enterprise Centre  
Bakewell Road  
Orton Southgate  
Peterborough  
PE2 6XU

### **SW BRANCH**

46 High Street  
Saffron Walden  
Essex  
CB10 1EE

T: 01223 360700

T: 01733 392 910

T: 01799 611591

## **HOURS OF BUSINESS**

Our normal office hours in Cambridge are Monday - Friday, 9:00-17:00. Our Peterborough office is currently open on Wednesdays and Fridays, 09:00-17:00. Our Saffron Walden office is open Tuesdays and Thursdays, 09:00-17:00. However, these are subject to change. Check our website for up-to-date information.

## **OUR SERVICES**

Hearing Healthcare Centre offers a range of audiological services, ranging from a basic hearing screening appointment, if you are simply concerned about your hearing ability, to full, comprehensive and diagnostic audiological assessments, which provide a much more in-depth analysis.

Hearing Healthcare Centre have access to all the major hearing aid manufacturers, and are completely independent in their recommendations. We have no business affiliation or ties with any particular supplier, so can guarantee to independently supply you with the best solution for your needs. We also pride ourselves in being amongst the first hearing aid providers to bring you the latest technologies and solutions, sometimes years before our competitors.

Audiologists at Hearing Healthcare Centre are also trained and qualified to perform Irrigation and Microsuction Ear Wax Removal procedures. No medical referral is needed.

In addition to our hearing and wax removal services, we also offer Ear Protection for a wide range of sports and activities. Noise Induced Hearing Loss (NIHL) is a growing concern in the audiology industry, with over 1.1 billion people affected worldwide. At Hearing Healthcare Centre, we actively encourage the use of noise protectors, and can supply custom-made and excellently manufactured Ear Protectors for any situation. From protection against bacterial infections when swimming, to noise suppression when shooting, we can provide the latest technology to suit your needs.

## **INITIAL HEARING ASSESSMENT AND CONSULTATION**

The initial hearing assessment is a one-and-a-half hour appointment, which allows for a full hearing test and consultation. This appointment is carried out by one of our experienced audiologists, in one of our fully equipped consulting rooms.

Our audiologist will first want to find out more about you and your hearing needs. The questions they may ask include:-

- How long have you had hearing difficulties?
- Do you know the cause of your hearing loss?
- Have you ever worn hearing aids?
- What was your experience with hearing aids?
- Do you ever experience tinnitus (ringing or buzzing in the ear)?
- Do you have balance difficulties (feeling of dizziness)?
- Are you taking any medication that may affect your hearing?
- Have you any history of loud noise exposure?
- What areas do you struggle to hear in most?
- Do you have any problems with your eyesight or dexterity?

Once a comprehensive history has been taken the audiologist will then have a look in your ears, they will also take a picture, which they can use to explain the health issues, and identify the landmarks of your ear.

A full hearing assessment will be conducted to assess your hearing thresholds as well as your ability to hear speech in noise. The results will then be explained in detail and in a way that can be fully understood. We want you to have a full understanding of your hearing needs, and an appreciation for the tailored care plan and treatment we will offer you.

## **OTOSCOPY**

A key-part of our service is to ensure that ears are clear and healthy - a service we perform as standard in every appointment. The purpose of otoscopy is to check the health of the ear canal and the eardrum. Otoscopy is performed using an otoscope. We have access to a range of otoscopes, including the handheld Welch Allyn, as well as video otoscopes such as the Alina and Delfino (with image and video capture capabilities).

We always try to make our appointments as informative as possible, and try to engage our clients wherever possible with the use of these otoscopes.

We can talk you through the visible landmarks of the outer ear and in certain cases explain the pathologies of your ear.

The ability to take pictures of your ear allows us to record important information for future reference. We can compare these images of your ears after each visit, which helps identify potential areas of concern and allows us to monitor the pathology progression of the ear.

If a pathology or referable condition is identified during otoscopy a picture can be taken and an image sent to your GP for their investigation/records.

## **DEPOSITS**

On placing an order for a hearing aid, a non-refundable deposit of 10% per aid (which is deducted from the cost of the aid once the order is completed) is required. We do not offer finance or credit facilities. This deposit is to cover the cost of the initial consultation, review appointments, administration of the trial and consumables such as moulds and batteries etc.

## **ORDERS**

Once the selection of hearing aid has been agreed, an order has been placed, and the deposit has been paid, Hearing Healthcare Centre will submit the order to the relevant manufacturer with the necessary audiological information, client preferences and requirements.

## **DELIVERY TIME**

Delivery time can depend on a number of variables; including but not limited to: the style of hearing aid ordered, and the time of the year.

Estimated delivery time (but not guaranteed) for a 'Receiver in the Ear' hearing aid normally ranges from 2-3 days. 'Behind the Ear' with moulds can take up to 1 week, and 'In the Ear' or 'Completely in the Ear' hearing aids can take up to 2 weeks. Bank Holidays can adversely affect delivery times.

## **BALANCE PAYMENTS**

Full payment of the outstanding hearing aid balance is due on the fitting date. We accept all major types of card (VISA, Mastercard, Maestro and DELTA) but unfortunately cannot accept American Express. We accept cheque and cash payments; however cash payments are only accepted up to £1000.

## **REFUNDS**

When a refund has been agreed by Hearing Healthcare Centre there will be appropriate deductions made to cover professional services and consumables provided to the client. Any applicable refund will occur within 28 days from the safe receipt of the goods to one of our audiologists in our office, providing they are returned to us in the original condition. Failure to return the items in the original condition will incur charges.

## **CANCELLATIONS**

Clients have the right to cancel their order for a hearing aid before it has been fitted but will forfeit their 10% deposit. To cancel an order, please contact us as soon as possible.

## **FITTING**

Once the order has arrived at Hearing Healthcare Centre, we will arrange for a mutually suitable fitting appointment. Programming, calibration and demonstration will be provided by the audiologist and your 30 day trial period can commence.



## **TRIAL PERIOD**

The hearing aid is supplied on a 30 day trial basis from the date of fitting. After the fitting, an appointment will be arranged for 14 days later, where we shall assess your progress and suitability of the hearing aid.

The purpose of this trial is to allow the users to become accustomed to the new hearing device, in a variety of situations. Hearing Healthcare Centre will aim to resolve any problems that clients might experience during that time. The client is entitled to exchange the instruments for another system, or return the aids (provided they are in the original condition) within this 30 day period. If the returned items are not in the original condition, Hearing Healthcare Centre reserves the right to refuse them and/or hold back any monies paid to cover costs involved.

Any accessories purchased at the same time as hearing instruments are included in the 30 day period. We offer a 30 day money back period (this does not include the non-refundable deposit).

You will be given full instruction on use and care of your new hearing aids.

## **EXCHANGES**

A hearing system can be exchanged for another within the 30 day money back period. However, an administrative and refitting charge will be added to the new order to cover any additional expenses. In the event of an exchange, a further 30 day period is arranged with appropriate adjustment to costs.

## **FOLLOW UP**

The client is entitled to the same trial period for subsequent replacement hearing aids, subject to Hearing Healthcare Centre's agreement.

## **WARRANTY AND REPAIRS**

All manufacturers provide a warranty on their hearing systems (solely), which is specified on the order form provided to clients. This is for 5 years (unless otherwise stated) from purchase and covers electrical and mechanical repairs during that period. The warranty is provided and administered by the manufacturer. Hearing Healthcare Centre will arrange for any repairs to be completed as quickly as possible for your convenience. Please note that; loss, any faults that are caused by neglect, misuse, excessive wax, moisture ingress or lack of regular servicing are not covered by the manufacturers' guarantee and repairs will therefore be chargeable. All repairs that are outside the guarantee period are fully chargeable. The warranty period for custom moulds is 3 months and for accessories is 12 months.

## **INSURANCE**

We recommend that clients add their current hearing aids to their household contents insurance to protect against loss or accidental damage to their instruments. Please note: insurance companies have been known to advise alternative businesses/suppliers for your replacement hearing aids. This is contrary to your statutory rights, and you are entitled to insist on continuing to receive the independent, professional service which we, Hearing Healthcare Centre, provide. We are happy and willing to issue insurance claim letters to you if required by your insurance company.

## **OWNERSHIP OF HEARING AIDS**

The property and title of any goods supplied will remain the ownership of Hearing Healthcare Centre until such time as all monies owed are paid for in full and cleared funds. In the case of non-payment we reserve the right to charge additional fees and to repossess the items.

## **OWNERSHIP OF AUDIOLOGICAL INFORMATION AND AUDIOGRAMS**

The ownership of audiological information and audiograms, gathered whilst performing our assessments or subsequent appointments, belongs in entirety to Hearing Healthcare Centre. The information is kept encrypted, and secure, and will not be shared with anyone.

## **MEDICAL REFERRALS**

If our duty of care, under HCPC regulations, requires us to contact your GP, we will provide the relevant personal and audiological information, including scans of potential medical conditions or suspected problems. We have a very good relationship with the local ENT specialists, and so if necessary, we can make direct referrals. We do not charge for this service.

## **5 YEAR SERVICE PLAN**

Hearing Healthcare Centre offer a 5 Year Service Plan on all purchases of new hearing aids. This covers all appointments (excluding Ear Wax Removal) free of charge (unless otherwise stated) for the duration of the 5 years. Clients will be invited to attend regular 6-monthly and annual check-up appointments. These regular appointments help maintain the effectiveness and efficiency of the devices, and allow us to adjust the aids for client's changing hearing requirements. Clients are also entitled to any adjustment appointments as necessary, as well as re-calibration appointments following aid repairs.

## **OUT OF GUARANTEE SERVICING**

The industry guidance for the life-span of a hearing aid is between 3 and 5 years. At Hearing Healthcare Centre, we believe that our guarantees and services should cover the client and their hearing aid for the full duration of that period. Hearing Healthcare Centre can continue to offer our professional services to those clients whose hearing aid are outside this 5 year guarantee/service period, however the following charges currently apply:

- £100 for a 6 month check
- £100 for a 12 month check
- £75 MOT (to cover minor repairs and cleaning)
- Full cost of any repairs required

## **REPAIRS OUT OF GUARANTEE**

Any repairs outside of the manufacturers guarantee period will be chargeable (subject to assessment and agreement) and are supplied with a 6 month guarantee from the date of repair (unless otherwise stated).

## **REPAIRS IN GUARANTEE (FROM ELSEWHERE)**

All repairs to hearing aids (within the guarantee period) that have been purchased from elsewhere, will not incur any repair costs, subject to manufacturer's assessment. However, a handling fee of £30, plus the current postage rates will apply.

## **EAR MOULD REMAKES**

Infrequently, a client might experience acoustic problems or discomfort from their hearing aids. Please note that your ears do change shape over time, the moulds do not. If you notice that your hearing aids are 'loose' or do not fit as comfortably as they did when purchased, please contact us. Some manufacturers may remake hearing aid moulds or shells free of charge, within 3 months of the original fitting date. Remakes necessary after that time will be chargeable.

## **FREE SCREENING**

Hearing Healthcare Centre offers a range of different hearing tests (for residents of Cambridge, Peterborough, Saffron Walden and surrounding villages), ranging in sophistication and complexity. Hearing Healthcare Centre often recommends their 'Free Screening' for clients that may be unsure if they have a hearing loss. It is a basic, yet thorough indicator to establish if there is a hearing loss. It also indicates whether further investigation is required.

## **FULL ASSESSMENT**

Hearing Healthcare Centre's Full Assessment includes a preliminary otoscopic examination, a full air conduction hearing test (with readings taken at 250hz, 500hz, 1khz, 2khz, 3khz, 4khz, 6khz and 8khz) as well as a bone conduction examination with readings taken at 500hz, 1khz, 2khz and 4khz. Masking would be carried out where deemed appropriate. This service comes with an impedance test and a speech in noise test as standard. Charges for a full assessment are currently £80.00

## **TINNITUS CONSULTATION**

Hearing Healthcare Centre are trained and qualified in tinnitus management techniques. Whilst there is no 'cure' available for tinnitus, by means of drugs or surgery, there are many methods to alleviate, and in some cases, stop the symptoms. Hearing Healthcare Centre offers a number of discreet and comfortable hearing devices which help control the noise of tinnitus, making it easier to follow conversations and helping you regain your 'quiet' time.

## **ADDITIONAL TESTING**

Our latest testing technology allows us to offer far more diagnostic examinations than our competitors. Further testing (whilst not standard) can include:

- Speech in Noise
- Phoneme Perception Testing
- Acoustic Reflex
- Tone Decay
- Red Flag Matrix
- Real Ear Measurement

- Balance Testing (Romberg and Unterberger)
- In-Situ Audiometry
- Algorithm Suitability Testing
- Air Conduction
- Bone Conduction
- Tympanometry
- Uncomfortable Loudness Levels
- Speech Discrimination
- Hearing Loss Simulation
- Acceptable Noise Level

## **SPEECH IN NOISE**

Hearing loss is normally categorised into two types; loss of audibility and loss of intelligibility. The latter is normally attributed to damage of the central auditory nervous system.

Loss of intelligibility is distortion-based and cannot be remedied simply by additional gain (amplification). It can, however, be measured and quantified using Speech in Noise testing (SIN) which measures signal to noise ratio.

Puretone testing and word recognition scores alone do not give an accurate insight into a client's difficulties. SIN testing was developed to create a more 'real world' simulation.

Language has two types of redundancy; extrinsic and intrinsic. Extrinsic redundancy is the ability to decipher meaning from syntax and grammar, and fill in the blanks. If you miss a few words, your innate knowledge of the English language allows you to better understand simply from context. This extrinsic redundancy becomes more valuable as we age.

## **PHONEME PERCEPTION TESTING**

The Phoneme Perception test was designed by world leading hearing aid manufacturers Phonak. Its primary aim is to identify the areas of speech that cause confusion or misunderstanding. By identifying the problem areas, we can then implement the findings to improve people's speech understanding.

The test is conducted in our consulting room and takes 10-15 minutes to complete. The test involves identifying a sound that is "the odd-one-out" as well as identifying the correct consonant sound when sandwiched between 'a' sounds, e.g. aga, ada.

The results are then broken down and explained to you, using real world context where possible. The test can be performed with and without hearing aids to help show the improvement the aids are making.

## **ACOUSTIC REFLEX**

Acoustic Reflex Testing (ART) is designed to test the natural defence mechanism of the middle ear muscle, to high-intensity sound stimulation. The middle ear muscle (also known as the Tensor Tympani) responds to stimulation beneath the level of cognitive control; in other words, it is an involuntary contraction, in a similar way that you pull your hand away from a hot surface without having to think "wow, that's hot!"

A problem with the Tensor Tympani could indicate the possible presence of a lesion, but further diagnostic tests would need to be performed.

## **TONE DECAY (ALSO KNOWN AS ACOUSTIC REFLEX DECAY)**

This test is performed by introducing a continuous puretone stimulus at 10dB above the client's Acoustic Reflex threshold, for 10 seconds. In a normal ear, the reflex should stay contracted for the entire duration. This is to test the cochlear function and if there is a lesion present.

## **REAL EAR MEASUREMENT**

A verification process to measure the hearing aid's performance in the client's ear, in real-time. The primary aim is to ensure the client is receiving the correct sound as dictated by the hearing aid algorithms.

## **RED FLAG MATRIX**

To evaluate the client's ability to hear in speech in noise situation and their tolerance to loudness levels. Uses the data from SIN, and ANL to predict the client's improvement with amplification, in everyday speech-in-noise situation.

## **TYMPANOMETRY**

Tympanometry is an examination used to test the condition of the middle ear and mobility of the eardrum (tympanic membrane) and the conductive bones by creating variation in air pressure in the canal.

This procedure is performed using specialist equipment, inserted into the ear canal. The Tympanometer (middle ear analyser) changes the pressure in the ear, and emits a pure tone whilst recording the eardrum's response. This produces data which is then illustrated in a graph, also known as a tympanogram.

## **IN-SITU AUDIOMETRY**

In situ-audiometry is essentially a hearing test performed through your hearing aids. Like the diagnostic hearing test, you are asked to respond whenever you hear a stimulus (tone). The purpose of the test is to verify that the hearing aids are delivering the intensity of sound that was recorded in the hearing test. The acoustic properties of hearing aids vary, for example some hearing aid styles allow low frequency sounds to escape the ear. By performing in-situ audiometry, you can assess what level of loss is present, as well as what levels of sound the hearing aids need to deliver, in order for a person to hear it.

## **SPEECH DISCRIMINATION**

To evaluate the client's ability to discriminate single word speech. The test is performed using live, spoken voice from the audiologist. The audiologist will then using a list of homonyms (words that sound the same), and record the accuracy of interpreted words.



## **BALANCE TESTING (ROMBERG AND UNTERBERGER)**

The Romberg Manoeuvre is used to exam a person's neurological function. It uses the principle that a person requires at least two of the three following senses to maintain balance while standing;

- Proprioception (ability to know one's body in space)
- Vestibular function (the ability to know one's head position in space)
- Vision (ability to monitor and adjust for body position changes)

In a similar fashion to the "drunken driver" test, a client is asked to stand, with their feet together, arms by their side, and their eyes closed. The client is observed for 1 minute, and any resulting loss of balance/instability can be interpreted as a positive Romberg test. This could be due to a loss of motor coordination.

The Unterberger test is used to diagnose the presence and site location (left or right) of potential lesions.

A client is asked to walk on the spot for 1 minute with a high step, in a quiet environment, with both their eyes open, and then both their eyes closed. Any resulting loss of balance/instability can be interpreted as a positive Unterberger test, and could indicate an issue with the client's vestibular system.

## **ALGORITHM SUITABILITY TESTING**

Our audiologists program hearing aids using complex algorithms that interpret your hearing test results, and prescribe an advised amount of gain based on the data. These algorithms are designed to produce different sound qualities and prioritise elements of speech/sound. There are two main algorithm types in use today; NAL and DSL. Hearing aid manufacturers often produce variations on these primary algorithms. Some people respond better to one algorithm over another; people with mild hearing loss may find DSL too loud, whereas a person with profound hearing loss may find NAL algorithms too soft.

That is why we will work with our client s to ensure we use an algorithm that produces the most comfortable and clear sound.

## **AIR CONDUCTION**

In Air Conduction (AC) testing, we are measuring the hearing mechanism as a whole, by testing the reception of sound signals transmitted via the outer, middle and inner ear. If there is dysfunction in any part of the hearing mechanism, it will show up as an AC hearing loss.

The AC test involves a series of high and low frequency tones, some loud and some quiet, being played through either insert or over-ear headphones. The client is provided with a response button, and encouraged to activate (and maintain) the switch every time they hear a tone, until the tone finishes.

The resulting data is compiled into a audiological graph, known as an audiogram.

## **BONE CONDUCTION**

In Bone Conduction (BC) testing, the bones of the skull are vibrated using a mechanical transducer known as a 'bone vibrator'. This stimulates the cochlea directly, by-passing the outer and middle ear, thus testing the sensory organs and neural pathways to the brain. If there is a dysfunction of the sensory or neural mechanisms, it will show up as both a BC hearing loss and an AC hearing loss.

The procedure is carried out in the same fashion as AC testing, but instead of having headphones, the bone vibrator is used and situated on the mastoid bone.

## **ACCEPTABLE NOISE LEVEL**

To assess the client's ability to follow conversation in continuous background noise. This is used in combination with SIN testing.

Similar to Speech in Noise testing, ANL uses stimuli and increasing background noise, however ANL is a continuous conversation rather than word identification. Fatigue effect, short burst of words, comprehension of continued conversation

## **UNCOMFORTABLE LOUDNESS LEVELS (ULL's, or UCL's)**

Uncomfortable Loudness Levels are an assessment used to identify the level of sounds that cause discomfort. Just like minimal hearing thresholds, everybody has different thresholds and sensitivities to loud sounds. Some people find 80dB loud, whilst others can listen to 110dB sound with no problems at all.

ULL's are an important diagnostic tool for identifying conditions such as hyperacusis or recruitment.

Hyperacusis being the increased sensitivity to sounds, for example a person with hyperacusis can find passing traffic intolerable.

Recruitment is the abnormal growth of loudness, meaning that sounds go from being very soft to very loud in a short scale of volume. Recruitment is a symptom associated with certain types of hearing loss.

ULL testing takes 2-3 minutes to perform, you are asked to respond when sounds become uncomfortable. The test is not a test of tolerance or assessing how much you can cope with, but simply a test to identify the volume at which you wouldn't want to listen for very long. The result of the ULL's can then be entered into the hearing algorithm to ensure sounds do not cause the user any discomfort.

## **HEARING LOSS SIMULATION**

You cannot recreate a hearing loss by simply blocking ones ears. Whilst a person with normal hearing can hear sounds at a range of volumes and frequencies with good clarity, a hearing impaired person may have difficulties with a specific range of (normally high) frequencies, but be perfectly able to hear other (low) frequencies. Women's and children's voices are often the most difficult to hear and comprehend.

Software designed specifically to replicate hearing loss, can be calibrated and programmed to show the family and friends of a hearing impaired individual what they are experiencing. This is a particularly useful test, as a hearing impaired person's family is often unaware of the extent of the difficulties involved. It can be a useful tool to help reduce loved ones' frustration.

## **6 MONTH CHECK UPS**

Within the 5 year care package, clients are entitled to 6-monthly appointments. These appointments are designed to maintain and maximise your hearing. During these appointments, clients are encouraged to discuss any new issues or challenges. It is a good opportunity to look at the data log on the hearing aids to check usage, environmental conditions and program use in order to tweak or adjust the settings to better assist the client. It is also a good opportunity to give the hearing aids a clean and a service.

A general ear health check will be performed, which includes an otoscopic examination of the ears. We will also advise as to any new technology or additional options that may maximise client's hearing.

**Within Guarantee:** FOC **Duration:** 45 minutes

**Outside Guarantee:** £100 **Duration:** 45 minutes

## **12 MONTH CHECKUPS**

Same as 6 month checkups, but also includes annual retesting

**Within Guarantee:** FOC. **Duration:** 45 minutes

**Outside Guarantee:** £100. **Duration:** 45 minutes

## **HEARING AID SERVICING/HEARING AID PROBLEM APPOINTMENTS**

As part of the service that we offer, Hearing Healthcare Centre provides free "hearing aid problem appointments" whenever you may require. We are always on hand to help with adjustments or tweaks that your hearing aids might need.

We will endeavour to provide an appointment as soon as possible to help rectify any problems that may have occurred. We do not limit the number of visits as we believe in providing the best aftercare possible, however, Hearing Healthcare Centre reserves the right to deem what is reasonable and can decline any requests that appear excessive.

**Within Guarantee:** FOC. **Duration:** 30 minutes

**Outside Guarantee:** £75. **Duration:** 15 minutes

## **WAX REMOVAL**

All of Hearing Healthcare Centre's audiologists are fully trained and qualified in safe ear wax removal. We offer two types of ear wax removal; Irrigation and Microsuction. Before attending an ear wax removal appointment, clients are advised to put olive oil drops in their ears in order to loosen and lubricate the wax. Failure to administer olive oil drops may result in a repeat appointment being needed. NB: Use of Olive Oil drops is NOT recommended if the user has suffered from a perforated ear drum. Consult your GP for advice.

Normal procedure involves the audiologist inspecting the condition of the ear wax, and advising on the best course of action. This may be either Irrigation or Microsuction. The audiologist will attempt to remove the wax to the best of their ability, however, if the wax is too stubborn to safely remove in one session, a follow up appointment will be recommended. Full payment is required on the first appointment. Any follow up appointment that is necessary is free of charge. Refunds are not available for audiologist's time, or procedures performed.

**Irrigation:** £50. **Duration:** 40 minutes

**Microsuction:** £80. **Duration:** 40 minutes

**Please note:** multiple visits may be required depending on the stubbornness of the wax. We reserve the right to charge an additional fee (£15) to cover the cost of consumables used in subsequent procedures, if it is deemed that olive oil drops have not been used/used effectively to aid in the audiologist's removal attempts.

A small amount of ear wax is not only normal, but healthy and recommended. We do not attempt to remove 100% of the wax. Providing the ear drum is clear and visible, and that no blockage is present, we consider the wax removal service complete.

As responsible healthcare professionals, Hearing Healthcare Centre advises all clients who have experienced problems with their hearing (under the presumption of wax blockage), undertake a post-procedure (15 minute) hearing screening. This screening is used to ascertain the true cause of the hearing loss, and determine whether there is any risk of a referable condition. There is no charge, and Hearing Healthcare Centre adopt an **opt-out** policy. If you do not wish to participate in this screening, please make your preference known to our audiologists during your appointment.

## **IMPRESSIONS**

Hearing Healthcare Centre offers custom made noise protectors, monitor moulds, swim plugs, sleep plugs, and a whole host of other moulded products. In order to manufacture these products, a soft, silicon impression of the ear needs to be taken. If the mould is ordered through Hearing Healthcare Centre, there is no charge for the impression. Hearing Healthcare Centre uses a wide selection of approved, established, and UK based manufacturers to ensure that the moulds are of suitable quality.

If you require impressions in order to send to a non-approved, third-party manufacturer (i.e. not recognised by Hearing Healthcare Centre), the service is chargeable. Impression requirements (i.e. open-jaw impressions, depth requirements, type of otoblock etc.) must be relayed to Hearing Healthcare Centre. We will not take any responsibility for impressions that are not suitable, if adequate and accurate information has not been previously supplied. No re-impressions will be made. No refund will be offered.

**Impression: £36. Duration: 15 minutes**

## **ADVANCED BIONICS ACCESSORIES**

Hearing Healthcare Centre have regional exclusivity for a range of products designed for cochlear implant users. As agents for Advanced Bionics, we have access to their full range of accessories, including the popular AB AquaKit. The contents of the kit are covered by a manufacturer's 1 year guarantee, with the exception of the AquaMic which has a 2 year guarantee. Any faults or problems that occur during this guarantee period must be relayed to us as soon as possible, and, if covered by the guarantee, authorisation for a return will be given. Postage costs are the responsibility of the customer.

If bought for (exclusive) use by a cochlear implant user, the accessories are often eligible for VAT exemption. A completed declaration needs to be signed and returned to us before we can place the order.

### **LOAN AGREEMENT**

Whether as part of a courtesy hearing aid provision, a promotional event or a trial of the latest technology, hearing aids that are loaned to clients must be done so under HHCs Loan Agreement. This agreement states that full responsibility is to be accepted for all loss and/or damage to the loaned item(s) however occasioned, which may occur until it/they is received back in the premises of Hearing Healthcare Centre (140 High Street, Chesterton, Cambridge, CB4 1NW agreed) and receipt of the item(s) has been signed for by a member of staff.

Credit/debit card details will need to be taken for security reasons, but will not be used unless loss/damage occurs, or failure to return on time.

Failure to return the item(s) by the agreed date will result in a penalty fee of £50 per day being charged until the item(s) are received and signed back into our office.

### **HOME VISITS**

Home visits for our less mobile clients can be arranged on request. For our clients with hearing aids which are under guarantee, the appointment is included in the care package, however travel expenses apply. For clients with hearing aids which are outside of the guarantee period, the appointment cost and travel expenses apply. Please call us for more information

In order to comply with the Health and Care Professions Council (HCPC) regulations, we are obliged to write and confirm details prior to arranging a home visit. In the event that there is no time for this written confirmation to reach you before the visit, we must obtain a signed record from you or a relative at the time of the visit.

Prior to your appointment, it is essential that your ear canals are clear of any wax. This is a simple procedure, which can be performed by a surgery nurse at your local health centre, or with us via an appointment in branch.

Whilst we are happy to attend home visits, the expectation to look after the hearing aids is **ultimately upon the client**, and suitable training and demonstrations will be provided in order to minimise the need to perform these domiciliary visit. We do not limit the number of visits as we believe in providing whatever care is required, however, Hearing Healthcare Centre reserves the right to deem what is reasonable and can decline any requests that appear excessive. Please bear in mind that we have limited resources and cannot be expected to be on-call for minor issues.

### **TRAVEL EXPENSES**

Travel expenses are calculated by distance from our office. Please note: we do not charge clients for return-legs (back to HQ); the price below indicates the total price for one visit.

Home visits up to 10 miles from our Head Office, we charge £25.00 per visit.

Home visits up to 20 miles from our Head Office, we charge £35.00 per visit.

Home visits up to 30 miles from our Head Office. we charge £45.00 per visit.

Terms are subject to change, however we will notify you in advance of any appointment should this occur.

### **POSTAGE**

Should it be necessary to post a hearing system/accessory/consumable to Hearing Healthcare Centre, the cost of postage is the responsibility of the client, as well as responsibility for any loss or damage incurred during transit. Appropriate packaging and/or insurance is advisable.

We take responsibility when posting any returns or repairs to the manufacturer. We cannot accept responsibility or liability for items lost in transit from our manufacturers back to our office.

After repair, clients are encouraged to collect their hearing aids or any other items directly from Hearing Healthcare Centre via an appointment to avoid



any postage or transit problems, and to ensure that any necessary tweaks or adjustments can be made.

If, however, you wish to have the items returned via post, all postage and packing costs will be charged to you. Postage prices are dictated by either The Royal Mail or an alternative reputable courier service.

## **BATTERIES AND CONSUMABLES**

You can purchase a range of high quality batteries and accessories from Hearing Healthcare Centre. Please note that any resultant fault caused by poor quality batteries or consumables bought from elsewhere might invalidate the manufacturers guarantee on your hearing aids.

### **BATTERY LIFE**

The question of how long a hearing aid battery should last is a difficult one. It is dependent on a few factors. A general guide is below.

<b>Battery Size</b>	<b>Estimated Battery Life</b>	<b>Use</b>
10	4 days	High Use
10	6 days	Medium Use
10	8 days	Low Use
13	10 days	High Use
13	12 days	Medium Use
13	14 days	Low Use
312	7 days	High Use
312	9 days	Medium Use
312	11 days	Low Use
675	15 days	High Use
675	17 days	Medium Use
675	19 days	Low Use

For information about how to maximise the life of your batteries, please visit our website <http://www.hearinghealthcarecentre.co.uk/news/important-facts-hearing-aid-batteries/>

## MEMBERSHIP (BATTERY CLUB)

Join our free-to-join Battery Club. Please ask our reception staff for more information.

## HHC SUPPORT PLAN

With an increasing number of non-audiological specialists dealing with hearing aid dispensing, Hearing Healthcare Centre have seen a huge increase in the number of dissatisfied clients who have been left unsupported and frustrated by the poor level of care they have received from their original hearing aid supplier.

- Not receiving the service and aftercare that you need?
- Been drawn in by the BOGOF deals offered by the nationals?
- Need some professional help with looking after your hearing aids?

At Hearing Healthcare Centre, we have introduced the **HHC Support Plan** that will ensure we are able to help you, regardless of where you purchased your hearing aids. It offers:

	HHC SUPPORT * PLAN	OUT OF GUARANTEE
	£ 40 /MO	UP TO £ 1740 /YEAR
ANNUAL SERVICES	WHAT'S INCLUDED	ESTIMATE COST
Hearing Aid Servicing Appts.	✓	£150
6 and 12 Month Appts.	✓	£200
In-House Repairs	✓	£100
Manufacturer Repairs	✓	up to £720
Battery Club Subscription	✓	£100
Wax Removal	✓	£160
Trials of the Latest Hearing Aids	✓	£200
Custom Made Ear Protection	✓	£60
Courtesy Hearing Aid Provision	✓	£50

In order to make sure that your hearing aid(s) has been correctly prescribed and that a workable solution exists for both parties, Hearing Healthcare Centre requires a **Registration Appointment** to determine the suitability of your hearing aid(s), before we can offer you our **HHC Support Plan**.

## **REGISTRATION APPOINTMENT**

The £250 one-off registration fee covers the following professional services; an initial consultation, a full hearing assessment, hearing aid servicing, reprogramming and recalibration of your hearing aids. In-house repairs are included in this appointment; however consumables and manufacturer repairs (unless the hearing aids are still under the manufacturers guarantee) are not.

If any 'out of guarantee' repairs are required, an additional fee (subject to assessment and agreement) will occur. One subsequent 'repair fitting' appointment is provided.

Hearing Healthcare Centre reserves the right to undisputedly decide on the suitability of the hearing aids, and whether we offer the Support Plan to a client. We may be unable to offer the Support Plan if the hearing aids provided by the third party have been encrypted.

Most Hearing Care Professionals are reluctant to handle hearing aids that have not been supplied by them. This is for two main reasons:

Firstly, the success of a hearing aid fitting depends on a combination of the hearing aid(s) having the right technology, the correct fitting and the right professional support.

Secondly, Hearing Care Professionals rarely have fee structures broken down into separate appointments that would allow them to carry out aftercare for hearing instruments bought from elsewhere.

The reason for this is very simple: adjustments are often made by Hearing Care Professionals as part of an incremental process which involves you experiencing how the hearing aids are performing for you in the real world,

followed by an adjustment, followed by a trial period, followed by another adjustment etc.

So, the number of appointments you need before satisfactory fitting can easily accumulate, and that's not including any ongoing maintenance your hearing aids might need over the longer term.

If you were to be charged for every appointment, you might find it easier to simply 'put up with' the unsatisfactory settings, rather than complete the necessary adjustment process. Worse still, you may stop using the hearing aids altogether.

## HHC CARE & MAINTENANCE PLAN

The average life span for hearing aids in the UK is 4 years. At Hearing Healthcare Centre, we are proud to provide our clients with service and aftercare which covers 5 years, to ensure maximum satisfaction.

If, however, Hearing Healthcare Centre clients find themselves outside this 5 year guarantee period, we can still help! Hearing Healthcare Centre's new **Care & Maintenance Plan** is designed for clients that need some peace of mind, without having to invest in the latest technology.

Outside the guarantee period, hearing aid repairs are chargeable, and costs can soon add up! Manufacturer repair costs can reach a staggering £720 per repair!

We can offer our **Care & Maintenance Plan** to our existing clients, whose hearing aids are over 5 years old, for a maximum of 2 years, and a maximum hearing aid age of 7 years. Included in the annual subscription (paid for in monthly instalments) are the services and benefits outlined below:

	CARE AND MAINTENANCE PLAN  £25 /MO	OUT OF GUARANTEE  UP TO £1740 /YEAR
ANNUAL SERVICES	WHAT'S INCLUDED	ESTIMATE COST
Hearing Aid Servicing Appts.	✓	£150
6 and 12 Month Appts.	✓	£200
In-House Repairs	✓	£100
Manufacturer Repairs	✓	up to £720
Battery Club Subscription	✓	£100
Wax Removal	✓	£160
Trials of the Latest Hearing Aids	✓	£200
Custom Made Ear Protection	✓	£60
Courtesy Hearing Aid Provision	✓	£50

- **Hearing Aid Servicing Appointments with a Hear Care Assistant** (normally £75) are included, up to a maximum of 2 per year. This appointment covers general cleaning, hearing aid inspection, re-tubing, in-house servicing, battery replacement/wax trap changes.
- **6 Month Appointments with an Audiologist** (normally £100) are included. 1x (one) 6 month appointment, which consists of a consultation with the audiologist, video otoscopy, inspection and fine tuning of your hearing aid, reprogramming, recalibration as required, and any other minor hearing aid maintenance issues, can be taken after 6 months from the beginning of the **Care & Maintenance Plan**
- **12 Month Appointments with an Audiologist** (normally £100) are included. 1x (one) 12 month appointment, which consists of all of the above benefits (as outlined in the 6 Month Appointment), as well as Air Conduction, Bone Conduction and Tympanometry, and can be taken after 12 months from the beginning of the **Care & Maintenance Plan**. Further testing may be carried out, if required.
- **In House Repairs** (normally £50) are included, up to a maximum of 2 repairs per year. This appointment covers in-house repairs (where possible). Consumables are not included in the **Care & Maintenance Plan**.
- **Manufacturer Repairs** (which can often cost up to £720) are included. Hearing Healthcare Centre's repair centre will always endeavour to carry out any repairs possible. However, due to the increased difficulty in finding available parts for old hearing aids, repairs are not always possible. All repairs are subject to a manufacturer assessment. The repaired component carries a 6 month guarantee. All repairs are subject to a small £50 (inc. VAT) excess, which is to be paid in full, prior to the repair. If the repair is not possible, we will refund the £50 excess to you in full, minus the postage and packing costs. If the hearing aid requires a new face plate, the excess is £ 70. Because of the age of the hearing aid, re-shelling is not possible. Hearing Healthcare Centre reserves the right to refuse any repairs that it deems unnecessary or not viable.

- **Battery Club** (normally £27 per subscription) is included. Members of the Care and Maintenance Plan are entitled to a maximum of 4 subscriptions in a one-year period. Batteries are supplied on a “on request” basis, and are limited to 6 packs at a time. You can request the batteries every quarter (month 3, 6, 9 and 12) of your **Care & Maintenance** Plan. Any remaining batteries left in the Battery Club after the **Care & Maintenance** Plan expires, are not carried over.
- **Wax Removal** (normally £50 for irrigation, £80 for microsuction) is included, up to 2 procedures a year. Hearing Healthcare Centre reserves the right, based on our professional assessment, to decide which procedure is most appropriate.
- **Trials of the Latest Hearing Aids** (normally £200) are included, where the intention of the trial is for the client to experience the latest technology, with the aim of upgrading their hearing aid(s). Hearing Healthcare Centre reserves the right to limit the number of trials available.
- **Custom Made Ear Protection** (normally £60) is included. Hearing Healthcare Centre’s in-house ear protection includes a pair of either: custom made silicon swim protection, sleep protection, music protection etc. Please ask for more information.
- **Courtesy Hearing Aid Provision** (normally £50) is included, where possible. If your hearing aid(s) needs to be sent away for repair, we will attempt to provide a courtesy hearing aid for the duration of your repair. The provision of a courtesy hearing aid is subject to the required style and power being suitable and available. The courtesy hearing aid will be subject to the terms of our Loan Agreement.

## **ATTENDANCE**

In order for us to keep on schedule and offer you the best service possible, we request that you be on-time for all appointments. If you are running late, please contact us to advise us of the situation as soon as possible. If you are unable to keep your appointment due to an unavoidable circumstance, we ask that 24 hours notification be given unless there is an emergency.

Hearing Healthcare Centre reserves the right to charge the entire value of missed appointments.

We will endeavour not to keep you waiting for your appointment. However, due to the nature of our business, appointments may not always run to time. Your patience is appreciated. Please remember, you may be the one who requires a little extra time. Many thanks for your consideration.

## **DATA PROTECTION**

We take our obligations of confidentiality and the protection of our client's personal data very seriously. We will not, therefore, sell or make data available to any third party without your prior consent, except for the following limited purposes:

Your data may be used for marketing purposes exclusively by Hearing Healthcare Centre to provide you with new product information that we think may be of interest to you, or information regarding upcoming events. You agree that we may communicate with you by telephone, email, or by post to advise you of new products or services that we may offer. You understand that your data may be transmitted and stored overseas (including outside the European Union) as part of these processes. We may also make contact with client's GPs regarding medical issues or updates to their diagnoses/treatment methods.

## **WITHHOLDING SERVICE**

Hearing Healthcare Centre reserves the right to withhold services from anybody it deems to have acted inappropriately. This might include rude or abusive language directed at members of staff, violent or threatening behaviour, purposeful damage of property or any form of inappropriate actions. Hearing Healthcare Centre takes the health and safety of its staff very seriously, and any risk to their health or well-being will not be tolerated.



## **COMPLAINTS**

Hearing Healthcare Centre are proud of their excellent customer services and high quality products- however if a client has cause to complain they should in the first instance put their complaint in writing to the Office Manager. All efforts will be made to resolve the problem.

In the unlikely event that a resolution is not found, then the complaint can be referred to BSHAA.

**Step 1:** Contact Hearing Healthcare Centre using the details on the contact page on our website. Make it clear that you are still not satisfied and now wish to make a formal complaint. Your formal complaint should be in writing via letter or e-mail. Tell us what happened, your name, address and telephone number. We will let you know that we have received your complaint within 5 working days. We will investigate your complaint and you will receive a response no later than 20 working days after we receive it.

**Step 2:** If you feel that we have not resolved your complaint to your satisfaction, you can contact the British Society of Hearing Aid Audiologists (BSHAA). BSHAA's Conciliation Officer will then work to resolve the problem. To start the process, you can complete a Complaint Form online at [www.bshaa.com](http://www.bshaa.com) or get in touch with BSHAA using the details on the contact page.

**Step 3:** If you are not happy after the Conciliation Officer has tried to help, you can ask BSHAA for access to binding Independent Arbitration. This will be at no cost to you.

The above process is designed to offer a comprehensive process for finding a positive outcome to your complaint. We wish to assure you that the BSHAA complaints resolution process will always be FREE of charge to yourself.

## **PROFESSIONAL INDEMNITY AND PUBLIC LIABILITY INSURANCE**

Hearing Healthcare Centre holds current 'Professional Indemnity Insurance' and 'Public Liability Insurance'.

## **USEFUL CONTACTS**

### **Hearing Healthcare Centre Ltd (Cambridge)**

140 High Street  
Chesterton  
Cambridge  
CB4 1NW

T: 01223 360700 E: [welcome@hearinghealthcarecentre.co.uk](mailto:welcome@hearinghealthcarecentre.co.uk)

W: [www.hearinghealthcarecentre.co.uk](http://www.hearinghealthcarecentre.co.uk)

### **Hearing Healthcare Centre Ltd (Peterborough)**

Unit 26, Orton Enterprise Centre  
Bakewell Road  
Orton Southgate  
Peterborough  
PE2 6XU

T: 01733 392910 E: [welcome@hearinghealthcarecentre.co.uk](mailto:welcome@hearinghealthcarecentre.co.uk)

W: [www.hearinghealthcarecentre.co.uk](http://www.hearinghealthcarecentre.co.uk)

### **Hearing Healthcare Centre Ltd (Saffron Walden)**

46 High Street  
Saffron Walden  
Essex  
CB10 1EE

T: 01799 611591 E: [welcome@hearinghealthcarecentre.co.uk](mailto:welcome@hearinghealthcarecentre.co.uk)

W: [www.hearinghealthcarecentre.co.uk](http://www.hearinghealthcarecentre.co.uk)

**British Society of Hearing Aid Audiologists (BSHAA)**

6th Floor  
Remo House  
310-312 Regent Street  
London  
W1B 3BS

T: 01371 876623 E: [secretary@bshaa.com](mailto:secretary@bshaa.com)

**Association of Independent Hearing Healthcare Professionals (AIHHP)**

T: 0870 2416172 E: [info@aihhp.org](mailto:info@aihhp.org)  
W: [www.aihhp.org](http://www.aihhp.org)

**Health and Care Professions Council (HCPC)**

Park House  
184 Kennington Park Road  
London  
SE11 4BU

T: 0207 8209684 E: [hac@thehearingaidcouncil.org.uk](mailto:hac@thehearingaidcouncil.org.uk)  
W: [www.hpc-uk.org](http://www.hpc-uk.org)