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**[NationwideChildrens.com/Audiology](http://NationwideChildrens.com/Audiology)**



**NATIONWIDE  
CHILDREN'S**

*When your child needs a hospital, everything matters.<sup>SM</sup>*

Audiology Department



# A Guide for Hearing Aid Use



**NATIONWIDE  
CHILDREN'S**

*When your child needs a hospital, everything matters.<sup>SM</sup>*



**Patient Name:** \_\_\_\_\_

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**Important Contact Information:**

- Central Scheduling, (614) 722–3150 – to schedule hearing aid checks, earmold impressions, etc.
- Audiology Technician
  - To request batteries and supplies
  - If hearing aid is broken

**Which appointment do I need to schedule?**

- Schedule a Hearing Aid Check if your child needs:
- Aided testing (*testing with hearing aids on*)
  - Unaided testing (testing of hearing sensitivity without hearing aids to monitor hearing)
  - Help with hearing aid problems
  - Earmold impressions
- Schedule an Earmold Impression appointment if your child needs:
  - Earmold impressions only
- **Schedule appointments with your Managing Audiologist when possible**

**Hearing Aid Information:**

**Loaner Hearing Aids (if applicable)**

Date of Fitting:\_\_\_\_\_

	Make	Model	Serial#	Battery Size
Right				
Left				

**Personal Hearing Aids**

Date of Fitting:\_\_\_\_\_

	Make	Model	Serial#	Battery Size
Right				
Left				

**How do I know which hearing aid goes on each ear?**

- Hearing aids are marked with the following colors:
- Right = Red
- Left = Blue
- If these markings are missing, you can match the serial numbers using the chart above.

## How do I use the volume control?

- Many digital hearing aids do not have manual volume controls (wheels or buttons).
- With most digital hearing aids, the user does not need to change the volume. The hearing aid does this automatically.
- Your audiologist will show you how to use the volume control if needed.
- Your audiologist may choose to turn it off (disable) the volume control if it is not needed.
- Disabled: **Yes - No – N/A**

## How do I use the program button or switch?

- Some hearing aids have more than one program. Your audiologist will show you how to use the program button to switch between these.
- Your audiologist may choose to turn off (disable) the program button/switch if more programs are not needed.
- Disabled: **Yes -No - N/A**

- Program Settings, as of (Date)\_\_\_\_\_:

**P1** - \_\_\_\_\_

(P1 is on at start-up)

**P2** - \_\_\_\_\_

**P3** - \_\_\_\_\_

**P4** - \_\_\_\_\_

- To couple to an FM system using an audio shoe, a device used with hearing aids to link to another device, the hearing aids may need to be set to a certain program or may automatically detect the shoe when connected.
- **Set to P\_\_\_\_\_ - Automatic – N/A**

## **When should my child wear his or her hearing aids?**

- All waking hours, except when told not to by the audiologist (see the next section for when to take hearing aids out).
- Children get the most benefit from hearing aids when they are worn consistently.
- Children, especially very young children, may take the hearing aids out on their own. This is a common behavior for some children. However, it is very important to make your child wear his or her hearing aid(s). He or she will not benefit from the hearing aid(s) if not wearing them consistently.

## **Retention Solutions:**

- Your audiologist can give you ideas to help get your child to wear his or her hearing aids. Some possible solutions include:
  - Wearing a bonnet over the hearing aids
  - Wearing PediWraps on the arms to prevent the child from bending his/her elbows while adjusting to the hearing aids
  - Toupee tape or double sided tape





*Child wearing a Silka Wear bonnet*

## **When should my child take his or her hearing aids out?**

- Do not wear hearing aids to bed. The hearing aids should be removed, cleaned, and stored in a safe place when you are finished wearing them for the day.
  - Hearing aids should be kept in a case or drying kit.
- Do not wear hearing aids when bathing or swimming. Moisture (water) damages the electronic parts of a hearing aid and can cause a hearing aid to fail.
- Do not wear hearing aids when around loud noise (loud concerts, mowing the lawn, etc.). Hearing protection (earplugs) should be worn instead to help protect remaining hearing.

## What about the batteries?

- Batteries typically last 7 to 10 days, depending on use and how the hearing aid is programmed.
  - Tell your audiologist if the batteries last less time than this.
- Make sure you insert the battery properly (with the positive side matching up with the positive side of the battery door). The hearing aid will not work and can be broken if the battery is not inserted correctly.
- Open the battery door of the hearing aids at night or when not being worn during the day. This saves battery power and lets moisture come out of the hearing aids.
- Store extra batteries in a dry area with the sticker tabs on until you are ready to use them. Do not put batteries in the refrigerator.
- Carry a spare battery for each hearing aid when away from home and/or keep extra batteries at school. Hearing aid batteries fail quickly.
- Tip: To track how long the batteries are lasting, place the sticker tabs on your calendar.

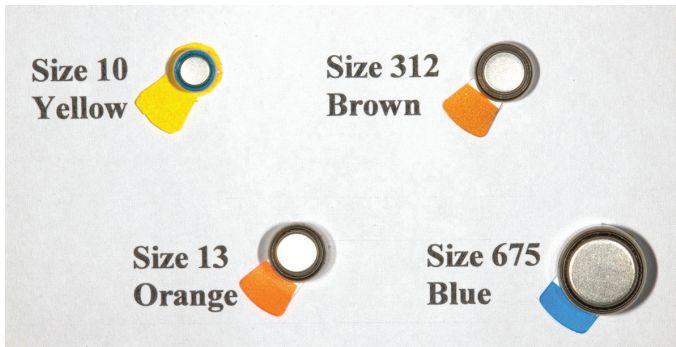


*Battery Testers*

- **WARNING:** Batteries are dangerous if swallowed! Keep batteries out of reach of children and pets. If a battery is swallowed, call:

**Central Ohio Poison Center  
1-800-222-1222 (TTY 1-866-688-0088)**

- If you need batteries to be mailed to you, call or email the Audiology Technician.
  - Batteries can also be picked up at the Audiology Front Desk – please call to let us know that you are coming so we can have them ready for you.



*Battery Sizes*

## How do I keep the hearing aids clean?

- Look at hearing aids every day. Look for dirt or wax that may clog the microphones.
- Use the brush to clean the areas around the microphones and controls.
- Do not use hair products (hairspray) while wearing the hearing aids. Use hairspray before putting on hearing aids so the microphones do not get clogged.



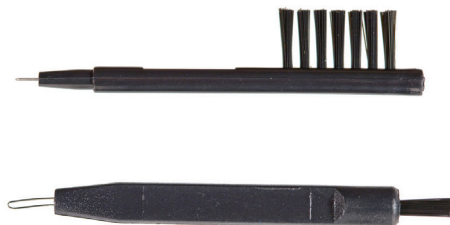
*Cleaning Tools  
(Wax brush and loop)*





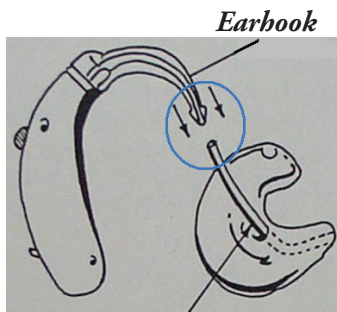
## How do I keep the earmolds clean (Behind-the-Ear hearing aids)?

- Use the cleaning tool (wax brush and loop) to clean ear wax out of the tip of the earmold.



*Cleaning Tool*

- Sometimes (no more than once each month), the earmolds may need to be washed. Carefully follow the instructions below to prevent damage to the hearing aids:
- If you were provided with cleaning tablets, these may be used. Follow the instructions on the package. ***Be sure to dry the earmolds completely before re-attaching to the hearing aid.***
- Earmolds can be washed in warm, soapy water:
  1. Gently detach the earmold tubing from the earhook/hearing aid.

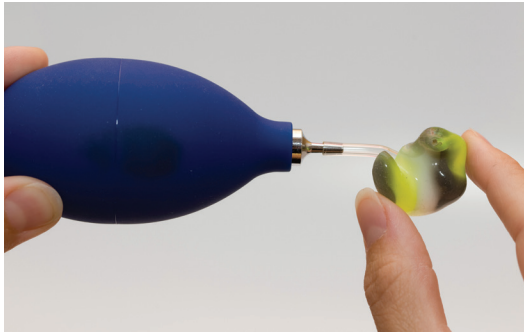


*Tubing*

2. Wash only the earmold and tubing in warm, soapy water. Allow water to rinse through the tube to remove debris.



3. Rinse with water.
4. Dry the earmolds with a towel. Dry the tubing with the earmold air blower. ***Make sure all the water is removed from the tubing before re-attaching to the hearing aid.***



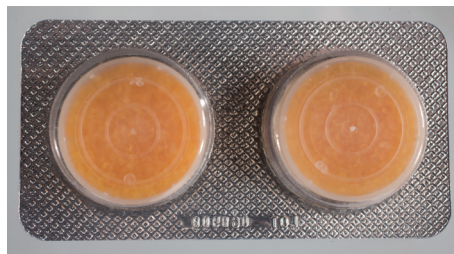
5. Re-attach the tubing to the earhook of the hearing aid.

## **What can I do to keep the hearing aids working?**

- **Keep the hearing aids and earmolds clean.**
  - See the tips listed on pages 9 – 12.
- **Do not get the hearing aids wet or expose them to moisture.**
  - Hearing aids are very sensitive to moisture. If the hearing aids get wet, complete the following steps:
    1. Remove the battery right away and throw the battery away.
    2. Drain any liquid from the hearing aid.
    3. Use a hairdryer on a cool setting to help dry out the hearing aid.
    4. Place in your drying kit & store overnight.
    5. Your audiologist or audiology technician can check the hearing aid to make sure it is working correctly.
      - The audiologist may need to send the hearing aid to the manufacturer for repair if it is not working correctly.
- **Do not store hearing aids in the bathroom or kitchen due to moisture.**
  - Store hearing aids in the drying kit every night. This is very important when hearing aids are exposed to moisture, such as humid days in the summer or when exposed to sweat.
  - Desiccant (drying) tabs will turn white or light yellow when expired. Please discard the tab when this occurs and replace with a new one. If you need desiccants to be mailed to you, call or email the Audiology Technician. These can also be picked up at the front desk during business hours.



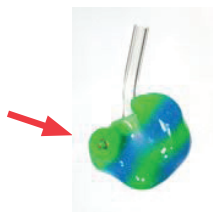
- Remove the battery when the hearing aid will be unused for a long period of time. This will help to prevent corrosion (rust) in the battery door and on the battery contacts.
- Keep the hearing aids away from extreme temperatures. A hearing aid may stop working in extreme temperatures. Do not leave hearing aids in direct sunlight, in a closed car, or near other sources of very high or very low temperatures.
- Do not drop the hearing aid.
- **Keep out of reach of pets!**



***Drying Kits:  
Containers and Desiccant (Drying) Tabs***

## The hearing aid is not working, what do I do?

- Try some basic troubleshooting at home. Use the following tips.
- If the hearing aid makes no sound:
  1. Check the opening where the sound comes out of the hearing aid/ earmold to make sure ear wax or dirt is not blocking the sound. Clean the earmold if needed (see pages 11 – 12)



2. Check the program control (if applicable) to make sure it is in on correct program. You may need to use your listening tube to listen for program beeps. One beep indicates program 1, two beeps indicate program 2, etc...

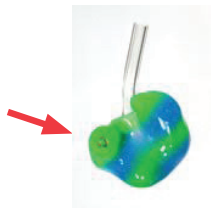


3. Make sure there is a battery in the hearing aid and that the battery door is completely closed.



4. Try a fresh battery (even if the battery tester is reading that the current battery is okay).

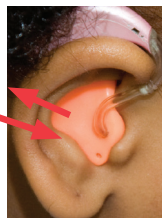
5. Make sure the battery is inserted correctly and not upside down.
- If the sound from the aid is weaker (softer) than usual:
    1. Check the opening where the sound comes out of the hearing aid/earmold to make sure ear wax or dirt is not blocking the sound. Clean the earmold if needed (see pages 11 – 12)



2. Try a new battery (even if the battery tester is reading that the current battery is okay).



3. Remove the hearing aid from the ear/listening tube and re-insert it.



4. Have a doctor or audiologist check to see if there is excessive wax in the ear canal.

- If the hearing aid “goes on and off” or makes scratchy sounds:
  1. Gently work the push button (if applicable) and battery door in and out. Dust or lint can interfere with electrical contacts.



1. Allow the hearing aid to dry out. Moisture from the atmosphere or perspiration can cause these problems. \*Place in the “Drying Kit” overnight.



Drying kits: Containers and Dessiccant (drying) tabs

## If the hearing aid makes a whistling sound:

1. The hearing aid may feedback (whistle) if anything gets close the child's ear (for example, a hat may cause this). This is **NORMAL**.
2. Remove the hearing instrument from the ear & re-insert it. It may not have been inserted properly. Make sure the earmold/hearing aid is seated properly in the ear.



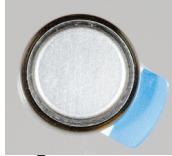
3. Check the earmold tubing for cracks. The audiologist will need to re-tube the earmold if this happens.



4. Check the fit of the earmold. As children grow, their ears grow too. Your child may have grown out of the earmolds. Schedule an appointment with the managing audiologist if the earmold fits loosely.
  - If the earmold fits loosely, you may see gaps between the earmold and your child's ear.
5. If the earmold fits properly, there may be a buildup of ear wax in the ear canal. Ask a physician/audiologist to check.

## **If the hearing aid is beeping when you listen to it:**

1. Change the battery. The beep may be the “low battery” warning.



## **If these troubleshooting tips don't help...**

- Call the Audiology Front Desk to schedule an appointment or speak to the Audiology Technician.
  - Schedule the appointment with the managing audiologist when possible.

## **How do I know when it is time for new earmolds?**

- You may notice that the hearing aids are whistling. This sound is called “feedback”. (See page 15, 1 and 2 before calling).
- The earmolds may look like they are not fitting as well.
- New earmolds are needed if there is damage (rips, cracks, etc.) to the earmolds.



*This earmold fits well.*

*Notice that there are no gaps between the earmold and the ear.*

## Our Clinics

Main Campus  
Outpatient Care Center  
555 S. 18th Street, Suite 2A  
Columbus, Ohio 43205

Dublin *Close To Home*<sup>SM</sup> Center  
Dublin Medical Office Building  
5665 Venture Drive  
Dublin, Ohio 43017

Westerville *Close To Home*<sup>SM</sup> Center  
433 N. Cleveland Avenue, Suite 2F  
Westerville, Ohio 43082

Westerville Surgery Center  
455 Executive Campus Drive  
Westerville, Ohio 43082

## NOTES

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