

Hearing Services Remote Care

Instructions for the remote fitting of your NHS hearing aids

Hearing Services Department

Information for Patients

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You have recently agreed to trial some of our aids from the Hearing Services Department. You will get these hearing aids soon. We have attached some other documents to this email for you to look at while you are waiting for your aids to arrive.

If you have not received the hearing aids within a 10 days of this email please contact us by email: uhl-tr.hearingservices@nhs.net

This leaflet gives tells you about them. It will cover the first steps of using the hearing aid, what to expect, and how to arrange a follow up.

When the hearing aids arrive

You will get in your pack;

- Your hearing aids
- Your hearing aid manufacturer's instruction booklet
- A yellow appointment card
- A Patient Initiated Follow UP (PIFU) form

You may also get (if needed), some of the following;

- Batteries
- Cleaning wire
- A spare set of tubes and/or domes
- Ear moulds

You may wish to pair your aids to your smart phone or tablet at this point. To do this, open the **OTICON Companion App** and follow the pairing instructions (see the next page).

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

The OTICON COMPANION app

These aids have been set and verified to your hearing levels so can be worn right away. They are Bluetooth aids that can connect directly with your smart phone. To control the hearing aids from your phone we recommend you download the **OTICON Companion APP** from your app store (see image below).



Please note that only Iphones and Ipads stream sound directly from the phone to the hearing aids, Android devices need extra equipment to do this. Please contact the hearing services department if you want any more information about this.

Another feature of this app is that we can then adjust the hearing aids by the phone in the **REMOTECARE** section. This means some adjustments of the aids can be done without you needing to come to the department. When using this function, we will see one another, like a video call. No information apart from hearing aid settings is sent, so your personal information will be kept secure. Please bear in mind that you would still need to arrange a Remotecare appointment to be seen in this way. This can be done by emailing us at uhl-tr.hearingservices@nhs.net or by calling us.

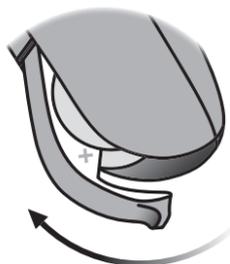
You will need to register with the app using this email address. Sometimes the app will automatically use the email address linked with your app store account. If your account email is a different address to this address, and you wish to have a remote appointment, please tell us of the correct email address when you arrange an appointment. If you are not sure which email address is linked to your app, check the My Profile page of the app.

How to turn the aids on/off

With hearing aids using single use batteries, the battery compartment is used to turn the aids on and off. To save battery life, make sure the compartment is left open when not in use.

Turn ON

Close the battery compartment



Turn OFF

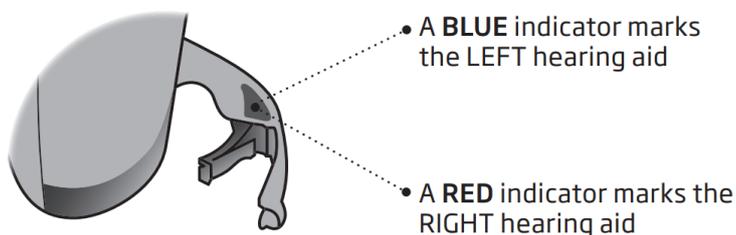
Open the battery compartment



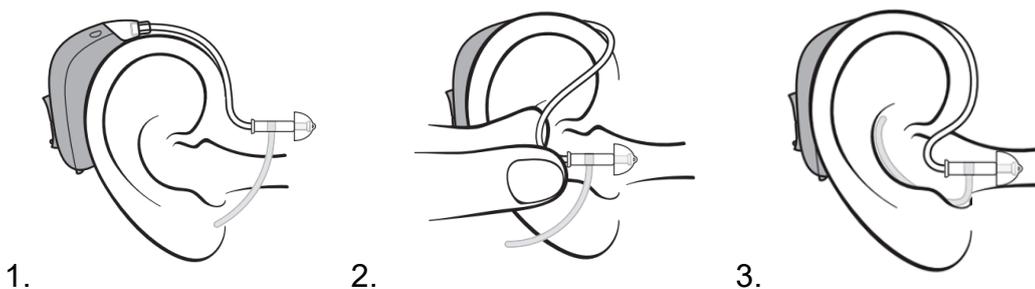
If your hearing aids have rechargeable batteries, they will automatically turn on when removed from the charger. The hearing aid LED light turns **green** after a few seconds. Wait until the hearing aid LED light blinks **green 2 times**. This confirms it is ready to use. Depending on your hearing aid settings, you may also hear a start-up jingle. Your hearing aids automatically turn OFF and start charging when placed in the charger. The hearing aid LED light turns **orange**.

Putting the aids in and taking them out

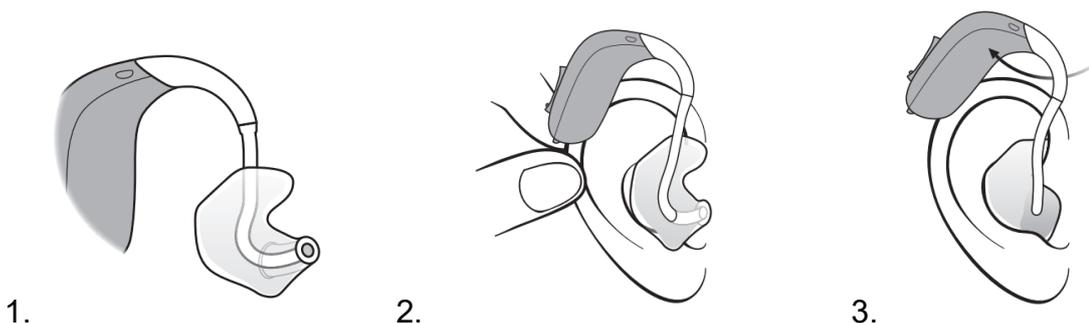
Find the right and left indicators inside the battery compartment. With a rechargeable hearing aid the indicator will be on the hearing aid. A **red** Indicator marks the **right** aid, a **blue** Indicator marks the **left** aid.



To insert a hearing aid with a **slimtube** see the images below. Place the aid on top of the ear (1). Then place the dome in the ear (2) and finally place the retaining wire in the bowl of the ear (3).



To insert a hearing aid with an **ear mould** see the images below. Hold the ear mould (1). Insert the mould into the top of the ear and the ear canal (2). Finally when the mould is secure and comfortable in the ear, place the hearing aid behind the ear (3).

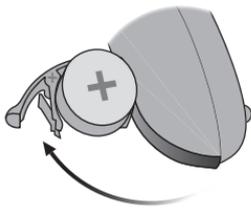


Changing the batteries/charging

The single use batteries that are used by the hearing should last about 7 to 14 days. This depends on how many hours a day you use your hearing aid. Some of the smaller batteries (size 312) will last for a shorter length of time. For where to find replacement batteries please see the replacement batteries booklet.

To replace the batteries: open the battery compartment and remove the battery. Then remove the sticker from the battery, wait about 1 minute. Insert the battery into the compartment as shown below.

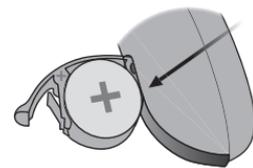
1. Remove the battery



2. remove the battery sticker



3. insert the new battery



If you have a rechargeable hearing aid please make sure you fully charge your hearing aids before first use and charge them every night. You will then start your day with fully charged hearing aids. If your hearing aid's battery is completely drained, the normal charging time is:

30mins	1hour	3.5hours
20% charged	40% charged	Fully Charged

When the battery is fully charged, the charging process stops automatically. Charging time may vary depending on the remaining capacity of the battery and between the left/right hearing aid.

What to expect from the aids

Once you have your hearing aid/s in your ear/s it may take a little time to adjust to the sounds you hear with them. At first it is not unusual for sounds to be a little echoey, or 'tinny'. Your voice may sound a little different to what you have been used to. Remember, it may have been some years since you heard some of the sounds around you. It will take the brain time to readjust to those sounds. Hearing aids are not a cure for hearing loss. They merely amplify the hearing you have left. It is expected this process of 'adaptation' can take a few months. If you are struggling with the level of sound, it would be worth building up the length of daily use of the aids over the first few weeks.

The aids are meant to be worn every day and in all situations.



For safety reasons do not wear the hearing aid

- in bed,
- while washing or swimming,
- when you would be advised to wear ear protection.

By wearing the aids daily and in most situations you will give yourself the best chance at getting used to this new level of sound.

How to arrange a follow-up

We hope you are happy with the hearing aids we have sent you. If there is an issue you can contact us through any of the methods stated on the yellow appointment card. You can also complete the Patient Initiated Follow Up (PIFU) form and send it to us as it instructs.

You are now a patient of the Hearing Services Department, this means you do not need a GP referral for future hearing tests or to arrange an appointment with us. Please contact the department directly if you have any issue.

Contact details

Email: uhl-tr.hearingservices@nhs.net

Phone: 0116 258 6230

Mobile/Text only: 07729 188 421

Address: Hearing Services, LRI, NHS Trust Leicester, LE1 5WW

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net