



HEARING AID POLICY

Midtown – Raleigh
3010 Anderson Drive
Raleigh, NC 27609
(919) 420-2029

Cary
1505 SW Cary Parkway
Suite 301
Cary, NC 27511
(919) 367-7717

Brier Creek Raleigh
10208 Cerny Street
Suite 300
Raleigh, NC 27617
(919) 354-1294

West Raleigh
4600 Lake Boone Trail
Suite 100
Raleigh, NC 27607
(919) 787-1374

Wake Forest
835B Wake Forest Business Park
Wake Forest, NC 27587
(919) 556-8454

Garner
300 Health Park Drive
Suite 210
Garner, NC 27529
(919) 662-8181



We are pleased that you have chosen Raleigh Capitol Ear, Nose & Throat to assist you with your hearing needs. Your hearing and medical evaluations show that you may benefit from wearing hearing aids. Should you decide to purchase amplification, our practice provides a complete line of services related to hearing aids.

For over 30 years, Raleigh Capitol Ear, Nose, & Throat has offered hearing aids as a comprehensive part of our otolaryngology practice. We strive to provide high quality rehabilitation services to patients with hearing loss, in addition to medical and surgical care of the ear.

We are committed to providing excellent professional hearing aid services at a fair and reasonable cost to our patients.

This brochure outlines some of the services that we provide you during your hearing aid experience.

HEARING AID CONSULTATION

At this visit, a licensed audiologist will help you decide which hearing aid is best suited for your hearing loss and lifestyle. Different hearing aids offer different features and not all hearing aids are appropriate for every hearing loss. The audiologist will help you select the most cosmetically appealing aid that will meet your amplification needs. We provide digital hearing aids through multiple hearing aid manufacturers.

Other options to enhance your communication are available. Assistive Listening Devices (ALDs) may be used alone or work in conjunction with hearing aids. How these will benefit you will be discussed during this visit. ALDs include special telephones, TV assistance devices, and also other devices to assist you in following conversation in challenging situations.

HEARING AID FITTING

Once you have selected your hearing aids, they will be ordered. You will see your audiologist to receive the hearing aids approximately 2-3 weeks from the time you order the hearing aids. The hearing aids will be programmed for your hearing loss and adjusted for comfort. You will be educated on the care of your new hearing aids including changing the batteries, inserting the hearing aids, and general maintenance. The total cost of the hearing aids will be paid at this appointment.

30 DAY TRIAL PERIOD

You will have the opportunity to use the hearing aids for 30 days to assess how they benefit you. If you find that during these 30 days you are unable to benefit from the use of the hearing aid(s) or are not satisfied for any reason, the hearing aid(s) may be returned. If you return the hearing aids:

1. The hearing aid(s) must be returned within 30 days from the date of the fitting. The hearing aid(s) must be returned in the original condition. *A damaged or lost hearing aid cannot be returned within the trial period and receive any credit for that aid.*
2. The cost of the hearing aid(s) and/or accessory will be refunded. The hearing aid dispensing fee is non-refundable and will be retained to cover the cost of services incurred during the trial period.

FOLLOW UP DURING TRIAL PERIOD

During the 30-day trial period you will have a check up approximately every 2 weeks. You will assess your different environments during this time and share your observations with your audiologist. Adjustments may be made so the hearing aid(s) provide you with the best assistance possible in your different situations. Each patient's daily environments are different and our audiologists are skilled in fine tuning the hearing aid(s) to offer you the greatest benefit.

HEARING AID CHECKS

Any time you feel that you may need an adjustment to your hearing aid(s), please call one of our offices to set up an appointment. After the 30-day trial period, we suggest an appointment at least once every 6 months to see how you are doing with your hearing aids. At these appointments, we can make any minor adjustments to ensure you are getting the most benefit from your hearing aid(s), as well as perform general overall cleaning and testing of the hearing aid(s).

HEARING AID REPAIR POLICY

Hearing aid service and repair are by an appointment or you may drop the hearing aid(s) off at the office where it was dispensed. For drop off service, please include a description of the problem along with your contact information. If a hearing aid cannot be repaired in office, it will be sent to the manufacturer for repair. If the hearing aid is under warranty there will not be a charge for the repair. Out of warranty repair charges do apply and an estimate will be provided prior to sending the aid for repair. As a service to our patients who have purchased hearing aids from us, a loaner hearing aid may be available to use during the time the aid is out for repair. Out of office repairs typically take 7-10 business days.

HEARING AID SUPPLIES

As a convenience to our patients, we stock supplies for purchase at all the Raleigh Capitol ENT locations. These may be purchased at any time during regular office hours for that location. We offer a range of supplies including hearing aid batteries, electronic hearing aid dryers, Dry Briks, travel drying containers, filters, EAR foam earplugs, Ear Planes for flying, sanitizing wipes for your hearing aid or earmold, and earmold blowers. If you need a specific supply, please contact our office to check our stock.

TELEPHONE POLICY

The audiologists are with patients most of the day, so we ask that you leave a message for a return call. Please include your full name, date of birth, telephone numbers where you can be reached, and a brief message. If you need to cancel or reschedule an appointment, please call the number associated with the location of your appointment. Our audiologists will make every attempt to get in touch with you before they leave for the day.

We look forward to working with you. We are committed to providing excellent professional hearing aid services.