

# Clinical Operations Policy 609

## Hearing Aid Dispensing Procedure for Memphis Speech and Hearing Center Patients

Effective Date: August 18, 2022

Supersedes Date: June 1, 2013

Review Date: May 2026

Policy: Hearing aid dispensing procedures for the Audiology clinic

Procedure:

I. Hearing Evaluation Appointment

a. Clinician will:

- i. Determine need for hearing aid services and/or other options for amplification
- ii. Give patient a copy of the Procedures for Obtaining a Hearing Aid at MSHC handout and review the handout with them.
- iii. Schedule appropriate follow-up appointments with business office.
- iv. All hearing aid appointments should be scheduled in the following manner:
  1. Hearing Aid Examination and Selection-1 week following HE
  2. Hearing Aid Fitting and Orientation-2 weeks following HAE/S or once the hearing aid is received from the manufacturer.
  3. Follow-Up-2 weeks following fitting
  4. Hearing Management Group - on next scheduled dates

II. Hearing Aid Examination and Selection Appointment

a. Following the hearing aid selection with the patient, the clinician will:

- i. Indicate on the Hearing Aid Purchase Agreement the total cost of the hearing aid including shipping and handling, and additional features or accessories.
- ii. Review the Hearing Aid Receipt with the patient to ensure they understand each section including:
  1. Payment due dates (Memphis Speech and Hearing offers NO payment plan)
  2. Half of the cost of the hearing aid(s) is due at the time of ordering
- iii. Remaining balance is due at the hearing aid fitting and orientation appointment
  1. Service fees are separate from the cost of the hearing aid and are non-refundable.
  2. HAE fee is due on the day of the selection and the fitting and dispensing fees are due at the hearing aid fitting and orientation appointment.
  3. Return policy
  4. Additional costs may apply
    - a. If an ear impression is taken, the clinician will review the cost for the ear impression(s) and ear mold(s) and have the patient sign the Consent for Taking Ear Impressions.
    - b. Standard ear mold(s) remain at the current price. Specialty ear mold(s) will require a price quote.

5. The clinician will complete billing in the EMR for the total cost of the hearing aid including shipping and handling, added items or accessories, earmolds and impressions if applicable, and service fees for the appointment.
6. The clinician will include all the above information in the report template completed following the appointment.

III. Hearing Aid Fitting and Orientation appointment

- a. The remaining portion of the Hearing Aid Receipt will be completed, and the clinician will have the patient sign the agreement.
- b. A copy is given to the patient at check-out
- c. The clinician will complete the billing and the patient will pay remaining charges.