

Clinical Operations Policy 610

Checking in Earmolds, Hearing Aid Repairs and New Hearing Aid Orders

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Policy: Audiology faculty or student clinicians will document details of earmold order, hearing aid repair, or hearing aid orders in the EMR under Lab Orders. Business Office personnel or Graduate Assistants will check-in devices and accessories that come in through USPS, UPS, FedEx, or other delivery companies for patients.

Procedure:

I. Business Office Personnel

- a. All arriving orders will be received by the Business Office.
- b. The Business Office will complete a hearing aid check-in tracking form. The business associate will then place the devices and hearing aid check-in tracking form in the appropriate box -- indicating a new or repaired device -- in the Hearing Aid Workroom (CHB 1010).

II. Faculty Member or Student Clinician

- a. Faculty member or student clinicians will notify the business office to call patient and schedule appointment to pick up device(s) or accessories via reminders in EMR. All device, accessory, or repair orders will be documented by clinicians according to check-in procedures in the EMR on the Lab Orders tab.
- b. The device or accessories are to be placed in appropriate box, indicating it is ready to be picked up.
- c. Clinicians will complete the informational card placed on the front of the bins so that relevant information may be obtained easily.