

# Business Office Operations Policy 701

## On-Call Clinic and Hearing Aid Drop Off Procedures

Effective Date: July 1, 2023  
Supersedes Date: June 1, 2023  
Review Date: May 2027

**Policy:** The On-Call service is designed for brief (approximately 15 minute) visits to address routine hearing aid problems such as assessing hearing aids for possible repair, performing minor in-office repairs, changing earmold tubing, thin tubes, and receivers, obtaining earmold impressions, fitting earmolds/domes, and replacing accessories.

**Procedure:**

- I. When an established patient is scheduled during On-Call.
  - a. Patient arrives and signs in at front desk.
  - b. Business office checks patient in EMR system and ensures all appropriate paperwork is up to date.
  - c. Business office personnel direct patients to waiting area and informs the patient they will be seen as soon as possible.
  - d. After patient is seen, the supervising audiologist will complete the billing via the Superbill tab in IMS noting procedures completed and pricing for hearing aid services and products.
  - e. Clinician escorts patient to Business Office window to check out and to pay.
- II. Drop-off procedures when On-Call Clinic is not in session
  - a. Patient arrives at front desk and is given the in-office repair form to complete.
  - b. After completing the form, the patient turns in device(s) and form to business office personnel. Business office reviews the form to ensure completion.
  - c. Business office personnel tell patient they will be contacted by Audiology within two business days.
  - d. Business office personnel place device(s) and completed Hearing Aid Service Request Form in the red bin marked as "Drop Box" on top of the metal rack.
  - e. Any device dropped off before 12:00 PM will be inspected the same day. Any device dropped off after 12:00 PM will be inspected the following business day.