


1. Information about the person

First name:		Family name:		Gender:	Male <input type="checkbox"/>	Female <input type="checkbox"/>	Other <input type="checkbox"/>
Age:	19-39 <input type="checkbox"/>	40-54 <input type="checkbox"/>	55-64 <input type="checkbox"/>	65+ <input type="checkbox"/>	Telephone:		
Address:							

2. Follow up interview

Hearing aid comfort Tick box in the column matching the follow up appointment.

Ask: Are your hearing aids comfortable?	2 weeks		2 months		2 years		Next step
	Yes	No	Yes	No	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ask: How is your experience with your hearing aids?							

Hearing aid use Tick box to select one answer.

Ask: Think about how much you have used your hearing aid/s over the past two weeks. On a normal day, how many hours did you use your hearing aid/s?	2 weeks	2 months	2 years	Next step
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Ask why. Check problem solving table
Less than 1 hour a day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-4 hours a day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4-8 hours a day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Continue
More than 8 hours a day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Hearing aid helped Tick box to select one answer.




Ask: Think about a situation where you wanted to hear better, before you started using your hearing aid/s. Over the past two weeks, how much have your hearing aid/s helped in that situation?	2 weeks	2 months	2 years	Next step
Helped not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Ear health check. Check problem solving table
Helped slightly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Helped moderately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Continue
Helped quite a lot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Helped very much	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	




Notes: 

3. Follow up plan

Use this part of the form to help you and the person decide next actions.

Always encourage the person to return to the service at any time if they experience any difficulties with their hearing or hearing aid.

Two weeks and two months <i>Tick box in the column matching the follow up appointment.</i>					
Check: Is the person:	2 weeks		2 months		Next step
	Yes	No	Yes	No	
Satisfied with their hearing aid/s?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If yes to all → Person is fully benefitting . Book next follow up. If no to any → Person is not fully benefitting . Carry out ear health check and product check. Check problem solving table. If solution not possible → Discuss with mentor and if needed  Refer to ear and hearing professional.
Using hearing aid/s more than 4 hours a day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Benefitting moderately or more?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Follow up date:					

Two years <i>Complete ear health screen and hearing test. Adjust programme if necessary.</i>			
Check: Is the person:	Yes	No	Next step
Satisfied with their hearing aid/s?	<input type="checkbox"/>	<input type="checkbox"/>	If yes to all → Person is fully benefitting . Follow up in two years to repeat ear health screen and hearing test. If no to any → Person is not fully benefitting . Check problem solving table. If solution not possible → Discuss with mentor and if needed  Refer to ear and hearing professional.
Using hearing aid/s more than 4 hours a day?	<input type="checkbox"/>	<input type="checkbox"/>	
Benefitting moderately or more?	<input type="checkbox"/>	<input type="checkbox"/>	
Product check: Hearing aid/s are clean and working.	<input type="checkbox"/>	<input type="checkbox"/>	If yes → No action. If no → Clean and replace any worn or damaged parts. If this does not help discuss with mentor and if needed  Send to manufacturer.
Follow up date:			

Problem solving table

If person is not satisfied after possible solutions, discuss with your service mentor.

Problem	Possible cause	Possible solutions
Feedback or whistling sound from hearing aid	Volume too high when putting on hearing aid	Put volume on lowest setting before putting on hearing aid. Increase volume gradually.
	Problem with earmould fit	Check fit and position. Correct if necessary.
	Damaged/dirty ear hook/earmould	Clean/replace ear hook/earmould/earmould tube.
	Blocked ear wax in ear canal	Check inside person's ear with otoscope. Perform ear washout if necessary.
Ear hurts	Problem with earmould fit	Check fit. Change earmould size if necessary.
	Damaged earmould	Check earmould. Replace if necessary.
	Ear health problem	Carry out ear health screen.
Hearing aids keep falling off	Incorrectly putting in hearing aid	Check person is putting on their hearing aid correctly. Correct technique if necessary.
	Incorrect earmould fit	Check fit of earmould. As children grow the earmould size may no longer fit correctly and the earmould tube may become too short.
Discomfort from very loud sounds	Very loud noise in environment	Advise the person to remove their hearing aids when in very loud environments such as construction sites or factories.
	Hearing aid volume turned up too high	Advise the person to reduce the volume to a comfortable level.
Difficulty hearing conversations	Background noise in environment	Advise the person on tips to improve hearing in noisy environments. Consider a personal remote microphone system (if available).
	Problem with hearing aid	Check their hearing aid. See problem solving solutions for 'hearing aid not as loud as before'.
Hearing aid not working/sometimes not working or not as loud as before	Hearing aid switched off	To switch on the hearing aid, make sure the battery is inserted correctly, and the battery door is closed.
	Low battery power	Replace battery if necessary.
	Hearing aid is dirty	Clean the hearing aid, earmould and/or battery compartment.
	Damaged earmould	Replace earmould/earmould tube if necessary.
Difficulty hearing when using a phone	Phone is covering their hearing aid	Advise to use the phone on loudspeaker or Try positioning the phone two centimetres away from the hearing aid.
	Volume setting is set too high or low	Adjust the hearing aid volume as needed.