



1. Information about the person

Family name		Given names	
Age: 5-17 ☐ 18-39 ☐ 18-39 ☐ 40-54 ☐ 55-64 ☐ 65+ ☐		Gender: Male ☐ Female ☐ Other ☐	
If child is under 5 years of age Refer to ear and hearing professional			
Address		Telephone	

2. Interview questions

Ask	Yes	
Do you have difficulty hearing clearly at home or in a quiet room?	☐	Yes → Person is not benefitting from hearing aids in quieter environments. Carry out hearing aid follow up.
Do you regularly have difficulty hearing clearly in environments such as:	Classes ☐	Yes to any → A personal remote microphone system may assist.
	Lectures/presentations ☐	
	Group activities/social gatherings ☐	
	Place of worship ☐	
	Other ☐	
Hearing aids		
Are the person's hearing aids compatible with a personal remote microphone system?	Yes ☐ → A personal remote microphone system may assist No ☐ Refer to ear and hearing professional	

3. Plan

Hearing aids	Carry out hearing aid follow up ☐			
Provide	Remote microphone system ☐	Microphone transmitter	Type	Serial number
		Receiver	Type	Serial number
Teach	When to use ☐ Parts ☐ How to connect ☐ How to charge/replace battery ☐ How to clean ☐ Storing safely ☐			
Refer	Ear and hearing professional ☐ Other			Follow up date

Problem solving table <i>If person is not satisfied after possible solutions, discuss with your service mentor.</i>		
Problem	Possible causes	Possible solutions
Difficulty pairing	Low battery power	Charge/replace battery.
	Loss of connection	Try pairing again. Disconnect, then reconnect the remote microphone system to the hearing aids.
	Damaged audioshoe	Check for damage. Replace if necessary.
Difficulty understanding the person speaking	Microphone transmitter too far away from mouth of the person speaking	Position microphone transmitter closer. For example, shorten neck loop/clip microphone transmitter so it is closer to mouth of person speaking.
	Hearing aid not working	Check solutions for hearing aid not working.
Hearing aid not working	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.
No sound	Remote microphone system not paired with hearing aids	Carry out problem solving for loss of connection.
	Remote microphone system not charged	Carry out problem solving for low battery power.
	Hearing aid not working	Carry out problem solving for hearing aid not working.