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Bwrdd Iechyd Prifysgol
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Cardiff and Vale
University Health Board



What to Expect When you Arrive for Ear Care

- Ear care is provided to patients who arrive and have wax which is preventing their audiological procedure being done on the day.
- Ear care is performed by either an Advanced Audiology Practitioner or a qualified ENT nurse
- It is often beneficial to use softening agents such as olive oil for a few days prior to your appointment. Use plenty so the wax is more easily removed. Olive oil is harmless to the ears.
- When you arrive at the department you will be greeted by a receptionist, who will co-ordinate your pathway into the clinic. A nurse will direct you into a treatment room. Don't be unnerved by all the equipment you will see.
- It is important that you provide **verbal consent** to allow the audiologist or nurse to proceed.
- An explanation of the procedure will be provided. You will be told that to obtain a clear view of your ears a microscope will be used.
- It is extremely important to keep still throughout the procedure. The practitioner will ask you to move your head if necessary.
- A technique called microsuction is frequently used to remove the wax which is like a tiny vacuum cleaner. Other instruments will be used if appropriate.
- Because a great deal of care and concentration is used while working with a microscope there is a very low risk of any trauma to your ears.
- There will be a strange sensation and noise but generally aural care is painless unless you make sudden movements or an infection is present. If an infection is found then the audiologist or nurse will have an ENT doctor take over treatment.
- Once the wax has been removed you will be asked to get off the couch slowly as on occasions some patients feel giddy. This will settle very quickly.

- The practitioner will assess whether another appointment for the procedure to be repeated is appropriate, and organise this for you.