

<b>Reference Number:</b> UHB 284	<b>Date of Next Review:</b> 20 <sup>TH</sup> Jun 2020
<b>Version Number:</b> 2	<b>Previous Trust/LHB Reference Number:</b> N/A

## Charge for the Replacement of Lost Hearing Aids Policy

### Policy Statement

To ensure the Health Board delivers its aims, objectives, responsibilities and legal requirements transparently and consistently, we will work alongside the Audiology Department to charge patients for the replacement of hearing aids which have been lost. The local policy was originally set in line with the All Wales 'Charges for Replacement of Lost Hearing Aids' Policy, however, this document has recently been withdrawn.

To achieve this, we will ensure that:

- The patient will be informed at that time of hearing aid fitting, that they may be charged if they lose a hearing aid.
- The policy is widely promoted through posters (at all adult Audiology facilities), and on the Departmental Internet Site.
- A flat rate fee of £65 will be charged (this fee is refundable if the aid is subsequently found, and the fee is subject to review).
- Patients will not be charged if they meet certain criteria:
  - Have a recognised cognitive impairment, including Dementia
  - Are a War pensioner
  - Are under 18 years of age
  - Have a terminal illness
  - Are Registered Blind
  - Are in Hospital or are resident in a Care Home at the time of the loss
  - Are a victim of a house theft or mugging
  - Have lost your hearing aid(s) in a house fire
- Patients have the right to appeal (the process is documented in the 'Replacement of Lost Hearing Aid(s) and Appeals' Procedure)
- Patients will always be provided with replacement hearing aid(s), whether or not they agree to pay.

### Policy Commitment

The UHB aims to ensure compliance with the 'Charges for Replacement of Lost Hearing Aids Policy'.

### Supporting Procedures and Written Control Documents

This Policy and the supporting documents describe the following with regard to the replacement of lost hearing aids

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- Advice given to patients at initial fitting with regards to charges incurred for loss
- The fee charged
- Exclusion criteria
- The appeal procedure
- The process followed

**Other supporting documents are:**

- 'Replacement of Lost Hearing Aid(s) and Appeals' Procedure
- Standard Operating Procedure for Replacement of Lost Hearing Aids

**Scope**

This policy applies to all of our staff in all locations including those with honorary contracts

**Equality and Health Impact Assessment**

An Equality and Health Impact Assessment (EqIA) has been completed and this found there to be minimal impact.

<b>Policy Approved by</b>	Quality and Safety Experience Committee
<b>Group with authority to approve procedures written to explain how this policy will be implemented</b>	ENT and Audiology Collaborative Group
<b>Accountable Executive or Clinical Board Director</b>	Director of Therapies and Health Science

**Disclaimer**

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).

**Summary of reviews/amendments**

Version Number	Date Review Approved	Date Published	Summary of Amendments
1	23/02/2016	23/02/2016	New Policy
2	20/06/2017	21/06/2017	Revision to 'Charge for the Replacement of Lost Hearing Aids Policy', March 2016.  An error was recently found in the original version of the policy, and therefore, the statement 'Patients will not be charged for the loss of their hearing aid(s) on the first occasion' has been removed.

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