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N/A

Replacement of Lost Hearing Aid(s) and Appeals Procedure

Introduction and Aim

This procedure outlines the steps to be taken when an adult patient contacts the Department due to a lost hearing aid(s). A charge has been levied, as in other Audiology Departments in Wales, since 2009. Exemption criteria are in place, and are outlined in the policy and this procedure. The appeals process is also documented. In all circumstances, a patient will be provided with replacement hearing aid(s), irrespective of whether or not he/she can pay.

Patients under the age of 18 are not charged for hearing aid losses.

This document supports the 'Charges for the Replacement of Lost Hearing Aids Policy', giving further detail of the procedures to be followed within the Audiology Department.

- **Objectives** To standardise the replacement of lost hearing aid(s) procedure to ensure equity in the charging of patients, and in the consideration of exemption criteria.

Scope

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

1. PATIENT INFORMATION

All adult patients are informed at the time of hearing aid fitting (or replacement of lost aids) that the hearing aid remains NHS property on loan, and that they may be charged if they lose a hearing aid.

This information is also displayed on posters around the Department and on the Departmental inter- and intra-net sites.

2. DEPARTMENTAL PROCESS

- Patient contacts Department, or attends open repair session, and informs staff of loss of hearing aid(s).
- Staff member takes impression of ear(s) and adds notes in Journal that aid(s) lost and replacement needed.

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- Staff member makes note in Earmould screen that earmould is to be posted to patient, who then attends open repair session for re-fitting.
- Replacement Open fittings can be carried out on day of attendance if time permits.

Staff member reminds patient that a charge of £65 is due for replacement of each lost hearing aid, unless exemption criteria are met (see 2.1).

2.1 Exemption Criteria

Patient (or carer) should be asked whether they meet any of the following criteria:

- Recognised cognitive impairment, including Dementia
- War pensioner
- Under 18 years of age
- Terminally ill
- Registered Blind
- In Hospital or resident in a Care Home at the time of the loss
- Victim of a house theft or mugging
- Hearing aid(s) lost in a house fire

If any of these criteria are met, the patient should be advised that they are not liable to be charged for replacement of hearing aids. This should be noted in the patient Journal.

If no exemption criteria are met, see 2.2

2.2 Charging for Replacement of Lost Hearing Aid(s)

University Hospital Wales

The patient is advised that when they receive notification of earmoulds/readiness to fit, they should visit the Cashier's Office in Concourse to pay the relevant charge prior to visiting the appointment. The receipt should be brought with them to the Open Access Clinic and the replacement hearing aid(s) will then be issued.

West Quay Medical Centre (WQMC)

Senior Assistant Technical Officers are able to take cash/cheques from patients in WQMC immediately prior to issue of replacement aids. The staff member then pays this into the Cashier's Office at UHW on return to the Hospital, and posts a receipt to the patient.

2.3 Hearing Aids Found After Payment

If a hearing aid is found after payment has been made for replacement, the Head of Audiology should be contacted, who will arrange reimbursement once the hearing aid has been returned to the Department.

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3. APPEALS PROCESS

If a patient feels that they should not be charged, or are unable to pay for the replacement of the hearing aid(s), he/she should be advised of the right to appeal.

Patients should be advised that they will automatically be fitted with a replacement hearing aid(s) when attending the Department and the appeals process will be followed outside of the Audiology Department.

If a patient wishes to appeal against the charge, he/she should be asked to complete an appeal form and the Staff Member should also complete the relevant section.

The form should be given, by the Staff Member, to the Head of Audiology, who will pass the appeal onto a panel independent of the Audiology service, who will carefully consider the circumstances of the individual case.

Patients should be advised that if the appeal is unsuccessful, they will be invoiced by the Health Board, who will pursue non-payment.

Equality & Health Impact Assessment	An Equality and Health Impact Assessment has been completed. The Equality Impact Assessment completed for the policy found there to be minimal negative impact, with steps taken to further mitigate this.
Documents to read alongside this Procedure	All Wales Charges for Lost Hearing Aids (2009) – currently under review (May 2017)
Approved by	Quality Safety and Experience Committee

Accountable Executive or Clinical Board Director	Director of Therapies and Health Science
Author(s)	Principal Clinical Scientist (Audiology)

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](#).

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Summary of reviews/amendments			
Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	20/06/2017	21/06/2017	This is a new document as it has been split from the Policy.