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University Health Board



A Guide to Your Hearing Aid **CROS/BiCROS**

Department contact information:

Phone: 029 218 43179

Mobile: 07805670359 (text only)

Email: Audiology.Helpline.CAV@wales.nhs.uk

Address: Audiology Clinic, Clinic 9, Outpatients
Department, University Hospital of Wales, Heath Park Way,
Cardiff, CF14 4XW

Walk in repairs are OPEN

UHW Monday - Friday

(excluding bank holidays)

9am – 12pm and 1.30pm – 4pm

Please check in on arrival.

Barry West Quay Medical Centre - Tuesday & Thursday

9am – 12pm and 1.30pm – 4pm

Please take a number and a seat.

Hearing aid information (Thin tube)



Programme Button:

- 1 beep
- 2 beep
- 3 beep

Volume Control

- Volume up
- Volume down

On/Off

To turn the hearing aid off open up the battery compartment.
Closed = hearing aid on.
Open = hearing aid off.

Red = Right
Blue = Left

Battery information

- Each battery should last 7-10 days
- Open battery compartment and remove old battery
- Peel sticker away from new battery
- Insert battery with flat side facing up
- Switch on hearing aid by closing battery



Getting used to your hearing aid

Perseverance is key!

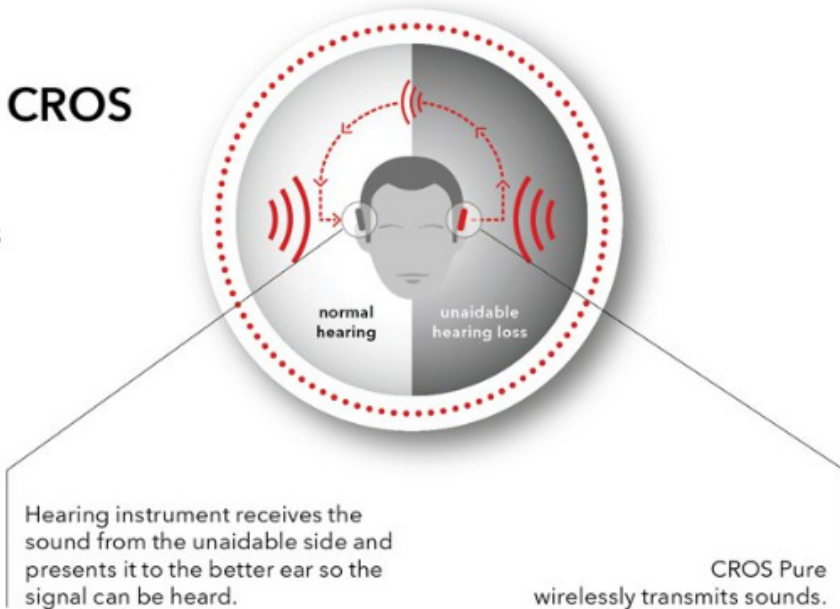
- Getting used to your hearing aid takes time and requires regular use.
- It may help to build up usage of the hearing aid by wearing it for short periods of time to begin with and increase wearing time gradually
- This process may take several months for you to fully adjust to your new hearing aid.

Hearing aid alarms and warnings

- The hearing aid will jingle when running out of battery. Please change the battery when you hear this.
- Sometimes a hearing aid will beep 10 times before it turns on; this is a normal feature of the hearing aid and will not affect the output of the hearing aid.

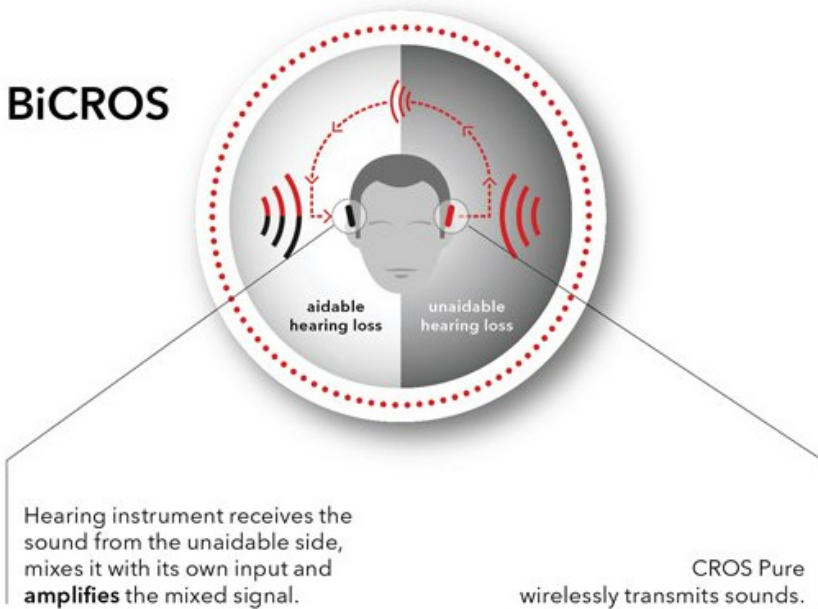
HEARING AID BATTERIES ARE DANGEROUS TO INGEST, IF SWALLOWED PLEASE SEEK MEDICAL ADVICE AT YOUR LOCAL A&E

What is a CROS hearing aid?



- A CROS hearing aid is a special type of hearing aid for people who are deaf in one ear and have normal hearing in the other ear.
- It takes sound from the ear with a hearing impairment and transmits sound to the ear with better hearing.

What is a BiCROS hearing aid?



- A BiCROS hearing aid is similar to a CROS hearing aid but is for people who are deaf in one ear but also hearing impaired in their better ear.
- It takes sound from the deaf ear and transmits sound to the ear with better hearing.
- A person who has a mild to moderate hearing loss in one ear, but a profound or total hearing loss in the other ear is an ideal candidate for a Bi-CROS hearing aid.





Benefits of a CROS/BiCROS hearing aid

- Hear sounds from your worst hearing side, without turning your head.
- Less likely to miss someone speaking to you from your poor side.
- Improved perception of warning signals coming from your poor ear side.
- Enhanced ability to participate in general conversation.
- Improved speech perception in background noise.

Limitations of a CROS/BiCROS hearing aid

- These hearing aids cannot improve your ability to tell where sound is coming from (sound localisation).
- These hearing aids amplify all sounds, not only speech.

Inserting your thin tube and hearing aid

	<p>Place the hearing aid behind your ear.</p>
	<p>Place the dome, at the tip of the tube, into your ear canal.</p>
	<p>Press your finger over the tube and make sure the dome is fully inserted. If the dome is not fully inserted then you may not hear so well and the aid may make a whistling noise.</p>
	<p>Correct: Correctly fitted hearing aid.</p> <p>✓</p>

Cleaning and maintenance

- Wipe the hearing aid and thin tube with a wet wipe or a damp cloth to keep clean.
- Check tubing for any blockages. If present, disconnect thin tube from the hearing aid and push black cleaning wire through tube to remove any blockages.
- Tubing will need to be changed every 4-6 months, please contact clinic to arrange.



Reminder!

- Take your hearing aid out before going to bed and when having a shower/bath.
- DO NOT get hearing aid wet!

Lost aids

If the hearing is lost or damaged through negligence there will be a £65 charge per hearing aid to replace.

Telephone and Loop System information

- You may find it easier to hear on the telephone if you hold the telephone towards the top of the ear (closer to the microphone, see picture)
- TOP TIP: Hold the telephone slightly away from the ear to prevent whistling.



Telecoil Loop

- This is found in public places (wherever you see the symbol).
- Change to your loop programme (if active on your hearing aid) and you will hear through the loop system.



Trouble Shooting Guide

Problem	Solution
No Sound	<ul style="list-style-type: none">• Replace battery• Turn aid on• Check for blockages (wax, water or debris) and kinks in the tubing and domes.• If so contact department for new tubes and domes• If hearing aid is still not working contact department for aid to be checked / replacement hearing aid.
Whistling when dome is in your ear.	<ul style="list-style-type: none">• Ensure that dome is inserted correctly.• Check if tubing and dome has any blockages (wax, water or debris) or kinks. Contact department for new tubing if so.• Check for any cracks or breaks in the tubing/dome. If so contact department for replacements.• Excessive wax can cause whistling. Use wax removal drops if your ears are blocked.• If none of the above contact department as aid may need to be calibrated or replaced.

