



A Hearing Instrument Specialist

The “day-in-the-life” of a treatment professional

..... Saturday June 24, 2023





For over 90% of hearing loss within the United States
The fitting of hearing instruments is the only treatment.

A full-time work week of an HIS is usually 8-5 Monday-Friday.
(note: patients are commonly scheduled between 9-4 Monday-Friday)

What does the day in the life of an HIS treating professional entail?

Let's review a commonly encountered clinic schedule.





8:00 am

- Sterilize and sanitize equipment
- Bio-check test equipment: audiometer, tympanometer, etc
- Prepare for 9:00 am appointment
- Make phone calls answer emails

9:00 am

DHT/HAE

New patient for hearing tests and hearing aid demo
("Virgin" = 90 minutes)

- Case history
- Otoscopy
- Hearing tests
- Hearing aid demo
- Recommendations and report

10:30 am

HAD

New hearing aid delivery

(“Virgin” = 60 minutes)

- Instruct on operation, use and care of hearing aids
- Otoscopy
- Instruct on correct insertion and removal of aids
- Place on a daily wear schedule
- Use a validation tool such a COSI etc
- Schedule a return visit within one to two weeks of delivery

Note: some clinics require REM upon hearing aid delivery



11:30 am

PFV—post follow-up visit
(“Virgin” = 45 minutes)

- Answer questions
- Modify wear schedule
- Adjust aid programming based upon comments and observations
- Modify fit for comfort
- Otoscopy
- Perform REM
- Write notes and comments into chart
- Schedule for additional post follow-up based upon this visit



12:15pm Lunch Break

12:45pm

- return phone calls and emails
- prepare for 1pm appointment

1:00 pm

Clean & ck aids

Fifteen-minute increments for this one-hour time slot

- Clean and check hearing aids
- Troubleshoot hearing aids
- Process new hearing aid orders

2:00pm

DHT/HAE

Existing patient for hearing tests and hearing aid demo
("Re-cycle" = 60 minutes)

- Otoscopy
- Hearing tests
- Hearing aid evaluation and new hearing aid demo
- Write report with recommendations
- Chart notes

3:00pm

HAD

New hearing aid delivery
("Re-cycle" = 45 minutes)

- Implement validation "tool" COSI, etc
- Instruct on operation of new features
- Otoscopy
- Perform REM verification
- Schedule for return visit within one to two weeks
- Write notes and comments into chart



3:45pm

Clean & ck aids

Fifteen-minute increment

- Clean and check hearing aids
- Troubleshoot hearing aids





4:00pm

One hour increment

- Prepare new orders and repairs for shipment
- Complete reports and chart notes for the day's patient care activities
- Return phone calls and emails
- Sanitize or sterilize tools and patient contact areas

Weekly

- Read professional publications
- Enroll into periodic CEU courses of interest
- Check any current hearing aid inventory—make certain any rechargeable products are fully charged and ready to demo
- Check on freshness dates for supplies and batteries for aids
- Create a checklist for supplies that need to be ordered filters, domes, etc
- Make certain that computer patient-care and database records are back-up.



Monthly

- Do a clinic “walk-through”. Are the patient care areas well organized?
- Is the reception area clean and inviting?
- Find a time to collectively meet with all clinic staff to obtain their insights and input regarding the clinic and patient care activity. (thirty to forty-five minutes)



Quarterly

- Attend a CEU course
- Take a few days (personal time—long weekend) off—outside of the clinic
- Submit orders for clinic supplies, hearing aids, etc



Let's Review the proficiencies expected of a hearing instrument specialist.



COMPETENCY STANDARD

1. Assess presenting problems and needs of patient/client.

Expected Standard:

Identification of factors in the patient's background, which may put him/her at risk for hearing problems.

Know conditions which require medical evaluation/referral.

Identification of family member's concerns regarding patient's hearing difficulties.

Identification of daily activities and impact of hearing loss on lifestyle.

Identification of impact of hearing loss on family, friends, and in the work place.

Identification of problems with hearing and understanding.

Explore patient attitudes and expectations of hearing aids.

2. Test and analyze the patient's hearing.

Expected Standard:

Comprehensive hearing evaluation, to qualify and quantify hearing loss and reveal associated communication disorder.

Determine degree, type, and configuration of hearing loss from test results.

Results of the evaluation may result in recommendations for more advanced testing, medical referral, assistive device consultation, or follow-up recommendations.

Evaluation may result in recommendation for medical referral, amplification, and /or aural rehabilitation/counseling.

3. Analyze, custom fit, and prescribe appropriate hearing help.





























THANK YOU
ANY QUESTIONS?

