



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

12:15 pm

Lunch Break

12:45 pm

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



1:00 pm



Clean & Check Aids

Fifteen-minute increments for this one-hour time slot

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

2:00 pm

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

3:00 pm

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

3:45 pm

Clean & Check Aids

Fifteen-minute increment

- Clean and check hearing aids
- Troubleshoot hearing aids



4:00 pm

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 backed-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.*



PROVIDER 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.

Expected Standard:

- Taking into account the patient's lifestyle, special needs, hearing aid style, and pricing category preferences.
- The appropriate electro-acoustic specifications of the hearing aid will be selected.
- Provide measurable results of improved threshold results and ease of communication.



4.

Fit, adjust, and service hearing aid.

Expected Standard:

- Appropriate coupler/earmold/hearing aid shell configuration and material will be selected for maximum comfort and hearing aid performance.
- Alleviation of a problem with physical or acoustic discomfort i.e. occlusion, loudness, and outer-ear pain.
- Restore the aid to manufacturers' specifications.



5.

Patient counseling and aural rehabilitation/habituation.

Expected Standard:

- Assist patients in the acceptance of their hearing loss and its limitations in their communication.
- Define a process for the patient to accept amplification and other necessary assistive devices.
- Educate the patient and their family regarding the ramifications of hearing loss; and define a reasonable expectation for improved communication with amplification.
- Describe how to facilitate hearing in various acoustic environments.
- Establish procedures for post follow-up.



6.

Clinic management.
Expected Standard:

- Equipment will be maintained according to sanitary guidelines and ANSI/manufacturers' specification.
- Records will be maintained in an organized/efficient manner.
- Clinical/professional knowledge and skills will reflect current professional standards and methods.



THANK YOU
ANY QUESTIONS?

