

Hearing Aids - Frequently Asked Questions

Below are just a few of the questions we are most frequently asked.

What types of hearing aids are there and how do I chose the best for me?

Most hearing aids today are digital, which means that they can be programmed specifically for most types and degrees of hearing loss. There are many different brands and levels of technology available, and therefore it is very important that you have a full lifestyle assessment and comprehensive hearing test by a qualified hearing healthcare provider. The choice of device best for you will depend on your lifestyle and hearing environment, the degree of hearing loss you have, the style of the device you are most comfortable with and budget considerations.

How much do hearing aids cost?

This depends on the technology level you choose. At Correct Hearing we supply hearing aids from all the leading manufacturers, so we can find the best solution to meet your hearing needs and budget. We are passionate about looking after people's hearing health and not just fitting them with hearing aids, and as such, we will look after you for the lifetime of your hearing devices. This includes regular reassessment of your hearing needs and the servicing of your hearing aids. At Correct Hearing we believe that Hearing Aids are only part of the solution. This is why we launched **TotalCare** a full four-year

hearing healthcare programme, which clearly sets out what you are entitled to over the four years following the fitting of your hearing aids.

Why can't I buy hearing aids over the counter?

Here in the UK it is illegal to sell hearing aids by anyone other than a qualified Hearing Aid Dispenser or Audiologists registered with the Health & Care Professions Council. The reason for this is that everyone's hearing is different and hearing aids need to be programmed specifically for each individual. Hearing aids are also classified as medical devices and as such can only be prescribed by a qualified professional. More importantly, a person's hearing loss may indicate a more serious underlying medical condition that will require an onward referral to your GP or ENT specialist. Also, when someone has ignored their hearing loss for a long time, the brain may have difficulty interpreting sounds recovered with the use of hearing aids. This will require a period of rehabilitation that needs to be managed by your hearing healthcare provider.

What about Warranty?

Most manufacturers offer a standard 2-year warranty, though Correct Hearing has negotiated warranties up to 4 years on many devices. These warranties cover manufacturing and material defects in the hearing aids

themselves, but not accessories such as batteries, tubes, ear moulds and external receivers. They do not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by non-authorised service centres renders the warranty null and void, but this does not include any service provided by the professionals at Correct Hearing. Our **TotalCare** package, includes an accidental loss or damage 'promise' that will enable you to replace damaged or lost hearing aids at a fraction of the normal price of the aids.

How long the batteries last?

The life of the batteries in your hearing aids will depend on a number of factors such as the power of the aids, the length of time you wear them each day and the quality of the batteries themselves. At Correct Hearing we only supply the very best quality batteries, and in general, you should expect batteries to last between 5 and 7 days, depending on the above.

If you have any other questions or would like to discuss your hearing healthcare needs, we are always happy for you to phone us or call in to talk to one of our hearing healthcare professionals. ■

This is another area where the Correct Hearing Healthcare service goes beyond just the sale and fitting of hearing aids.

To make an appointment please phone **0115 961 8351** or email **info@correcthearing.co.uk**

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Also at, Unit 36, The George Centre, High Street, Grantham NG31 6LH Tel: **01476 249319**