

NHS Lothian

Audiology

Adult Audiology

The Lauriston Building, Level 1
39 Lauriston Place
Edinburgh, EH3 9HA

Tel: 0131 536 1637 (Lines open 10:00-13:00 and 14:00-16:00)

Email: Audiology@nhslothian.scot.nhs.uk

Your new hearing aid(s).

Your hearing aid(s) have been programmed specifically based on your hearing test.

Please find this enclosed along with all relevant instructions, battery book/batteries and contact information.

If you have any queries or difficulties, please contact our office on the above details.

Kind Regards,
NHS Lothian Audiology

Your new aid will take time to get used to...

Since the onset of your hearing loss, your brain has adapted to not hearing certain sounds. Now that these sounds have been reintroduced through the hearing aid, it will take time for the brain to adapt to this (*Around 6-8 weeks*).

A quick introduction:

- ✓ It is important that you **wear the hearing aid daily**, gradually increasing wear time. (If you do not wear it consistently, it will be difficult to get used to the sound)
- ✓ If you have been issued with a hearing aid for each ear, it is important to **wear them as a pair**.
- ✗ **Do not** wear the hearing aid in bed or during showers/baths.

THIS HEARING AID REMAINS THE PROPERTY OF NHS LOTHIAN.

IF YOU ARE UNSATISFIED WITH THE HEARING AID(S) PLEASE RETAIN THE HEARING AID IN A SAFE PLACE UNTIL WE CAN ARRANGE A FUTURE APPOINTMENT.

How to use your hearing aid?

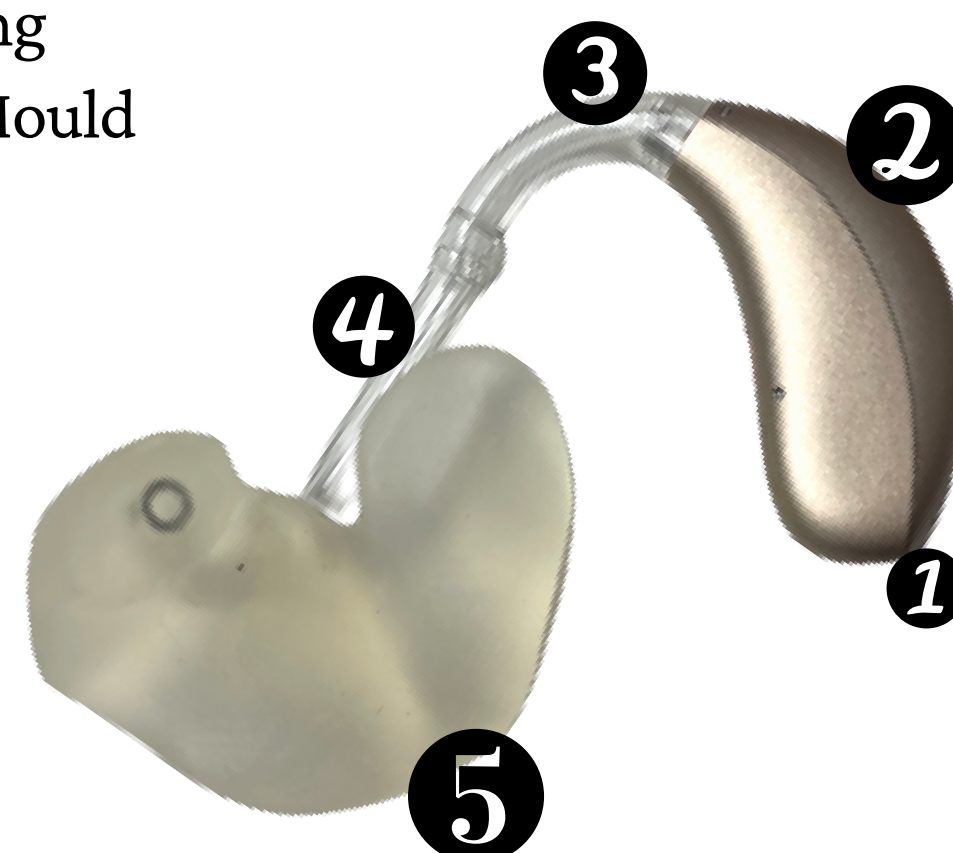


Left and Right

Blue marking = Left hearing aid
Red marking = Right hearing aid

Landmarks of your aid

1. Battery Door
2. Multi-function button (volume/program change/bluetooth control)
3. Hook
4. Tubing
5. Ear Mould



Turning it on/off



Closed Battery Door
Turned ON



Open Battery Door
Turned OFF

How to change batteries



Open battery door. Remove sticker from new battery. Place battery in drawer with + symbol on battery + side up.



Where to get batteries?

Please **contact the Audiology department** and batteries will be posted to you.

Batteries can also be collected at your local library, once reopened, with the yellow battery book.

Lifespan of Tubing

The tubing on your hearing aid will need to be replaced every **6-9 months**. Please post your hearing aids to us or drop them off in our dropbox (located at level 1).

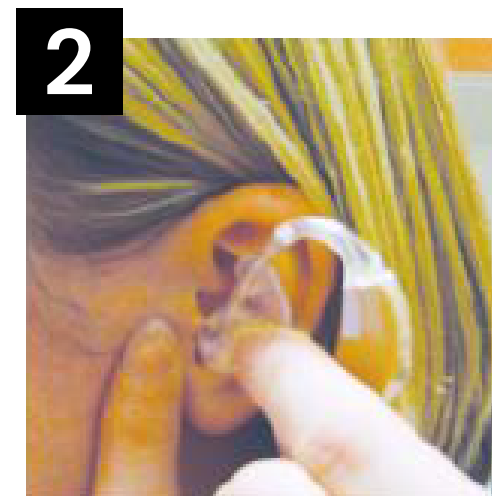
When to change batteries?

Batteries will need to be changed every **5 to 7 days**. The hearing aids will beep when this is required.

How to put your hearing aid in?



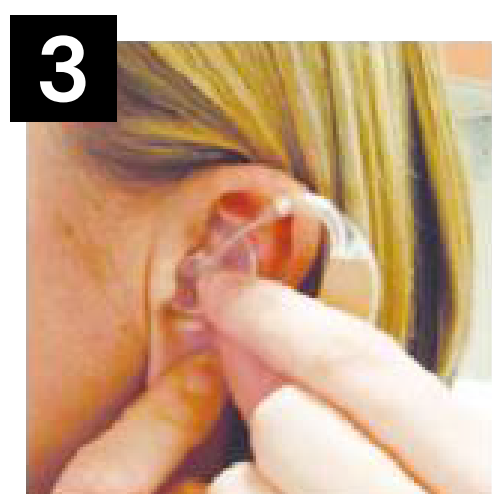
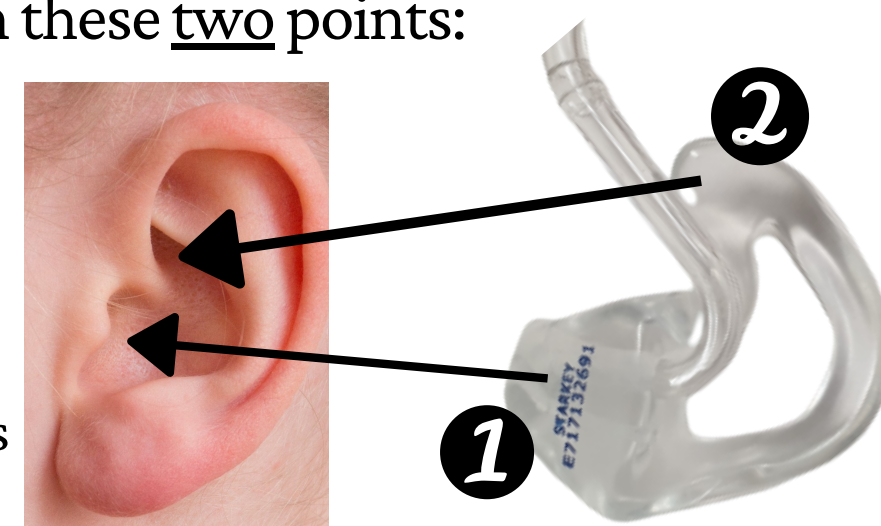
1 Hold your mould by the **handle** (the part that looks like the handle of a tea cup) using the hand on the same side as the hearing aid. Left hand for left ear, right hand for right ear.



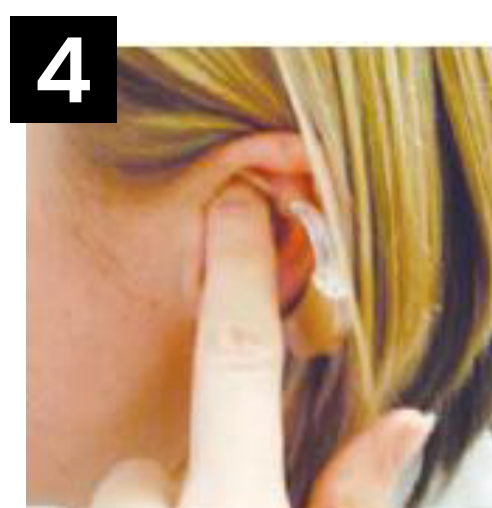
Take your hand up to your ear. You should aim to align these two points:

1. **Lower part** into the **ear canal**
2. **Upper part** under the **flap of skin** at the top

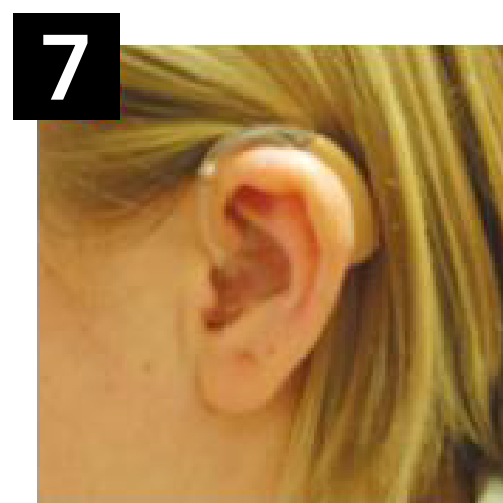
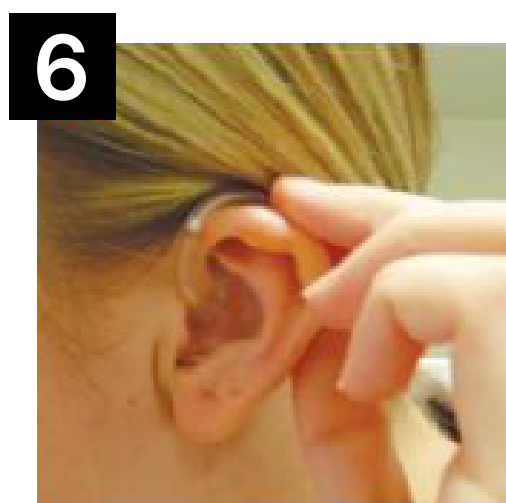
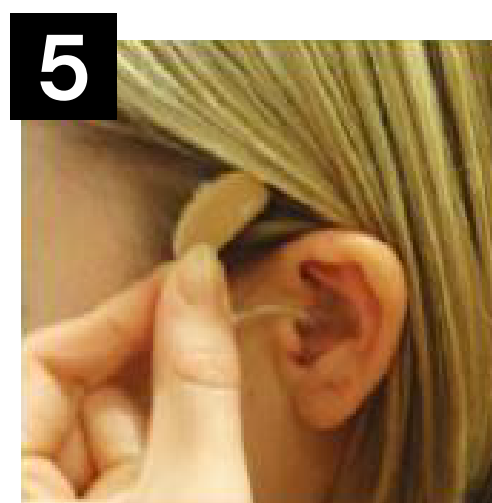
*It is important to ensure that the top part is tucked under as this will keep the mould in place.



3 Try **not to turn your hand or wrist** as this will change the alignment. Begin to guide the mould further into the ear. The handle piece will start to slip into the back of the ear. You may need to pull your ear lobe down and back to open the bowl of the ear.



4 With your index finger, **push the handle into the bowl of your ear securely** (you are pushing slightly backwards and inwards). Your mould is then secure, you can let go of the mould and it will stay in position. The hearing aid will hang next to your ear.



Lift the hearing aid over the top of your ear. Then slide it up and **over the back of your ear**. Once in position, the hearing aid should look like image 7.

How to remove your hearing aid?

Take the hearing aid from behind your ear and **gently pull the custom earmold outward**. Pulling lightly down on the ear lobe may help loosen the custom earmold as it is removed

Maintenance & Attaching the mould

Clean your Mould

Wipe your mould with a soft, **dry cloth or tissue**. Do not use any chemicals as they could damage it.

Use a pin or something similar to remove any wax or debris that has got into the channel that goes through the earmould.

Check the Tube

Make sure that the tubing on your hearing aid is not hard or brittle, split or blocked by wax. The tube should be soft and flexible.

If the tubing looks **damaged or blocked by wax**, please post your hearing aids to us or drop them off in our dropbox (located at level 1).

Attaching the mould to the hearing aid

Your new ear mould come with long tubing so you can cut to size. Follow these steps to trim your mould tubing to best secure your hearing aid.



1 To adjust the tubing to the right length, place the mould in your ear and the hearing aid over the top of your ear.



2 With a pen or a marker, ask somebody to **make a mark** where the tubing and end of the hook/elbow meet.



3 **Cut the tubing** at this point.



4 **Attach** newly trimmed tubing from the mould to the top notch of the earhook of the hearing aid.

***Ensure that the correct mould is attached to the correct hearing aid.** Hearing aid with a blue marker goes with left mould. Hearing aid with a red marker goes with the right mould.

Hearing aids and what to expect.

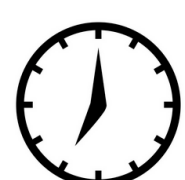
Congratulations on taking the first step towards better hearing! Deciding to get a hearing aid is a big decision – one that can improve your *quality of life*.

What to expect as a first time hearing aid user?

When you wear a hearing aid for the first time, you will find that you hear **more background noise** than previously, such as creaking floor boards and traffic noise.

This is **normal**. With increased use, these sounds should become less obvious.

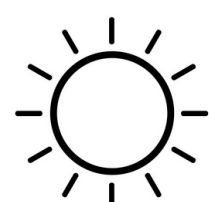
When to use hearing aids?



Hearing aids are made to be worn, on average, **10-12 hours** a day



It should become a **normal** part of your life, similar to wearing your glasses.



Get up in the morning and put your hearing aids in at the **beginning of your day**. At night, take them out before going to bed.



As your auditory system hears more, it will understand more.

Take time to adjust...

Start by wearing your hearing aids in more quiet settings, and then build-up to louder social situations.

Your NHS hearing aid.

Hearing aids supplied by the NHS are digital aids.

For most first time users, aids are set to **automatically adjust** to your sound environment. However, the push button can be used to activate different settings, and a volume control can be added if needed.

Manage expectations!



Hearing aids will immediately enable you to hear more, but hearing **better** takes considerably longer! Remember that there is no instantaneous fix. It takes time for you to get accustomed to your hearing aids and to really get the most out of them. Have a positive attitude and be committed to wearing your hearing aids every day. Success comes from **practice and commitment!**

How to use Bluetooth & app?

Pair hearing aids to your smartphone

1. Go to your phone's home screen and tap on the “**Settings**” icon.
2. In the settings menu, tap on the **Bluetooth** icon.
3. Turn Bluetooth **On**.
4. Switch the hearing aids off and on.
5. After several seconds, the name of your Phonak hearing aids (L-NHS hearing aid / R-NHS hearing aid) will appear on your phone screen. Tap on it to select.
6. You will now see a message, “Bluetooth Pairing Request” Click “Pair”.
7. A connection **beep** will be heard in the paired hearing aid.

Download myPhonak app

You can download the **myPhonak** app from Apple iTunes or Google Android app stores.

Type in “myPhonak”. The app you are looking for will be green in color. This is a **free app**. Walk through the welcome screens and you will have to read and accept the privacy notice. Ensure that your Bluetooth is ON.

You may also download the app from the QR code below:



More support

For more information, visit Phonak's support page:
<https://bluetooth.phonak.com>

