

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).

As discussed on your previous consultation with Audiology, we have posted your hearing aid(s) out to you via Royal Mail.

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. Slimtube
4. Retention wire



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.

Putting your hearing aid in



Place the hearing aid behind your ear



Insert the earpiece into your ear canal



Tuck the retention wire into the bowl of your ear



Your hearing aid should be secure

When to change batteries?

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

Removing your hearing aid

Pull on the bend of the tube and remove the hearing aid from behind your ear.



In very rare cases, your earpiece can remain in your ear canal when removing the device from your ear. In this unlikely case, it is strongly recommended to see a medical specialist for safe removal.

Hearing aid maintenance

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 Slim Tube

The slim tube 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).

How to clean your hearing aid?

1

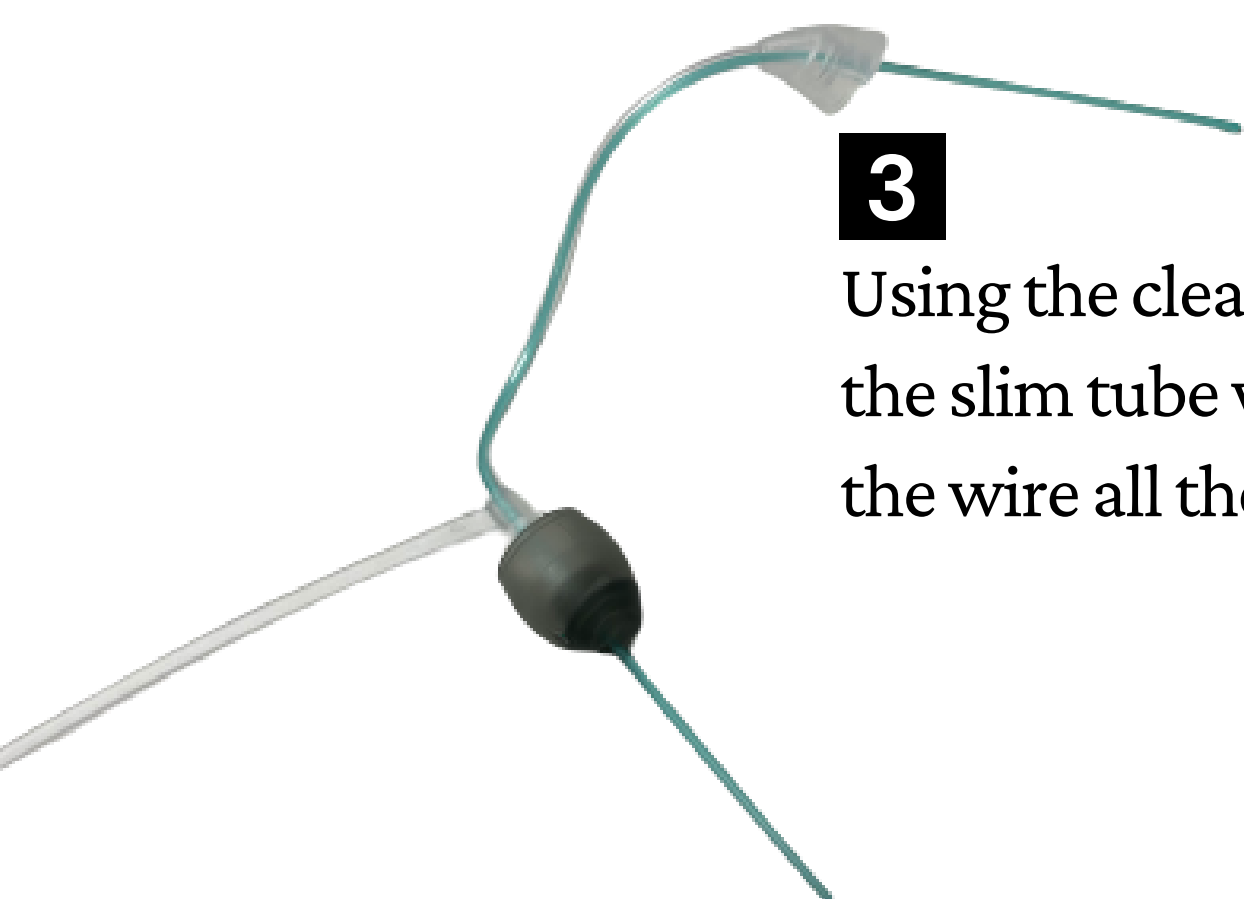
Carefully **wipe** the ear piece with a soft damp cloth.


2

Twist the top of the slim tube **anti-clockwise** until it becomes detached from the hearing aid.


3

Using the cleaning wire provided, **gently insert the wire** where the slim tube was attached to the hearing instrument and push the wire all the way through the tube and out through the dome.


4

Once the slim tube has been cleaned, reattach it by **gently twisting clockwise** until securely attached back to the hearing instrument.



Hearing aids and what to expect.

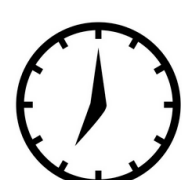
Congratulations on taking the first step towards better hearing! Deciding to get a hearing aid is a big decision – one that can improve your *quality of life*.

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.

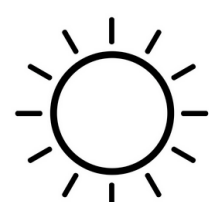
When to use hearing aids?



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>

