Health Facts for You

UWHealth

Hearing Aid Services

Hearing Aid Services
If you are over the age of 18, and you purchased your hearing aids **at UW Health**, you can receive basic hearing aid cleaning and repair without needing a visit with an audiologist. **To get hearing aids, you must be a UW Health hearing aid patient and have seen an audiologist in the past three years.** Days of service vary based on availability of staff.

Hearing Aid Services
Services may include:

- Basic hearing aid cleaning
- Hearing aid tube change
- Small repairs such as, replacing receivers, tone hooks, etc., as supplies are available.
- Picking up hearing aid supplies or batteries
- Picking up repaired devices
- Pairing hearing aids to phone

University Hospital and 1 S Park St Medical Center
These locations require an appointment. When you arrive:

- Enter through the Clinics entrance. Stop at registration.
- Go to ENT Clinic and let them know you have a Hearing Aid Services appointment.
- Staff will have you take a seat in the lobby. If you have been waiting more than 15 minutes, let us know.

Eastpark Medical Center
This location does not require an appointment and is first-come, first-serve. When you arrive:

- Enter the main entrance and proceed to the retail area on the 2nd floor of the North wing.
- Let staff know you are there for Hearing Aid Services. People will be helped in the order they arrive.

What to Expect
The visit will take about 15-30 minutes and you will not meet with an audiologist. The Audiology Clinic Assistant will address any questions, concerns or problems you may have in the waiting area.

When to See an Audiologist
There are services that require you to see an audiologist. In these cases, you will not be able to have a hearing aid services visit. These services include:

- Programming/adjustment of hearing aid(s)
- Ear mold changes
- Choosing and selecting a hearing aid
- Hearing aid fitting (new devices and/or repairs)

Cost
The cost may vary based on hearing aid warranty, the service, and the supplies required. Payment may be required on the day of service. We accept Visa, Mastercard, personal checks, or exact amount in cash. At UH you will be billed.

***See back page for location information.**

Who to Call
When scheduling at University Hospital or 1 S Park St Medical Center, be sure to ask for a "Hearing Aid Services" appointment.

ENT (Otolaryngology) Clinic
Audiology
University Hospital
600 Highland Avenue
Madison, WI 53792
(608) 263-6190

ENT Clinic
1 S Park Medical Center
1 S Park Street, 6th floor
Madison, WI 53715
(608) 287-2500

Eastpark Medical Center Hearing Aid Services
4621 Eastpark Medical Center
Madison, WI 53718
2nd Floor North
(608) 916-0100

Your health care team may have given you this information as part of your care. If so, please use it and call if you have any questions. If this information was not given to you as part of your care, please check with your doctor. This is not medical advice. This is not to be used for diagnosis or treatment of any medical condition. Because each person's health needs are different, you should talk with your doctor or others on your health care team when using this information. If you have an emergency, please call 911. Copyright © 7/2025. University of Wisconsin Hospitals and Clinics Authority. All rights reserved. Produced by the Department of Nursing. HF#8136.