

## Hearing Aid Services

### Hearing Aid Services

Hearing aid patients over the age of 18, **who purchased their hearing aids at UW Health**, can schedule an appointment to receive basic hearing aid cleaning and repair. This does not require a formal visit with an audiologist.

You must call ahead to schedule an appointment. Days of service vary based on availability of staff.

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 longer than 15 minutes, please let us know.

### What to Expect

The visit will take about 15 minutes. This visit will not be with an audiologist. Staff will talk with you about any questions, concerns or problems you may have.

### 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.

### When You Need 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 provided, and the supplies required. Payments are required on the day of service. Visa, Mastercard, personal checks, or exact amount in cash are accepted.

### Who to Call to Schedule

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

ENT Clinic  
1 S. Park Medical Center  
6<sup>th</sup> Floor  
Madison, WI 53715  
**(608) 287-2500**

Be sure to ask for a “Hearing Aid Services” appointment.

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 © 10/2020. University of Wisconsin Hospitals and Clinics Authority. All rights reserved. Produced by the Department of Nursing. HF#8136.