

What should I do before I buy?

- **Shop and compare.** Quality, prices, models, guarantees, warranties, and service agreements vary. Many practitioners offer more time to try hearing aids, more time to cancel, and better warranties and refunds than the law requires.
- **Choose your practitioner.** You don't have to buy from the person who tested your hearing.
- **Check your insurance.** Find out if you have coverage. Also find out if you need a medical evaluation in order to have coverage.
- **Ask if the practitioner sells different brands.** Some brands may fit you better than others.
- **Ask about follow-up visits for fitting and adjustment.** Find out where to go for adjustments and what they will cost.
- **Ask about regular service.** Some brands can only be worked on by certain practitioners.
- **Ask about telecoils and hearing loops.** Telecoils improve sound from telephone receivers and in some public places.
- **Negotiate the features of the hearing aids and the service agreement.** Decide what features you want. Make sure agreements about the sale, service contract, guarantees, warranties, batteries, and optional features are in writing. You can ask for changes in pre-printed contract forms.
- **Ask if the practitioner does "real-ear measurement" (REM).** REM measures how well the hearing aid works when it is in your ear.
- **Decide if you want replacement insurance.** Compare rates from your home owner's policy.

What about after I buy?

- **Plan to go in for follow-up.** Make sure your hearing aids work as well as possible. Work with your practitioner to achieve a good fit and the best sound quality possible. Time spent when you first get hearing aids will pay off later.

- **Expect an adjustment period.** Hearing aids will improve your hearing, but your hearing will be different than before you needed hearing aids.
- **Try your hearing aids in different settings.** Use your trial period to learn how your hearing aids work in different situations: quiet places, talking on the phone, watching television, in large groups, in crowds. This will help you know what you can expect from your hearing aids and will help you know if you want adjustments.
- **Take care of problems during the 45-day trial period.** The trial period is your time to decide if the hearing aids are right for you. Use it. Your practitioner should schedule check-ups during this period. If you have problems with your fitting or cannot get in within 45-days, request that the 45 days be extended. Get it in writing. If your practitioner doesn't give adequate service or help with fitting problems, return your hearing aids right away. Don't wait for end of the trial period.
- **Keep your hearing aids clean and dry.** Ear wax and moisture, even sweat or just dampness, can damage your hearing aids. Follow the directions to take care of your hearing aids.
- **Keep your old hearing aids as a backup.**
- **If you don't understand your contract, call your practitioner.**

If you have been working with your dispenser or audiologist and they have not addressed your question, concern or complaint, contact Minnesota Department of Health's consumer information center.

Minnesota Department of Health
Health Occupations Program
P.O. Box 64882
St. Paul, MN 55164-0882

Phone 651-201-3729 Toll Free: 800-657-3837
Email: health.hop@state.mn.us



What to Know When You Buy Hearing Aids



Protecting, maintaining and improving the health of all Minnesotans

Who do I see to buy hearing aids?

In Minnesota, both audiologists and hearing instrument dispensers sell hearing aids. By law, persons under 18 years of age must be evaluated by an audiologist before getting hearing aids.

How do audiologists and hearing instrument dispensers differ?

Both recommend, fit and sell hearing aids. Audiologists also evaluate and rehabilitate patients with more complicated problems.

Hearing Instrument Dispensers

- Test hearing to assist clients in selecting hearing aids.
- Recommend, fit and dispense hearing aids. Hearing Instrument Dispensers have passed written and practical exams.

Audiologists

- Evaluate hearing, balance, and tinnitus.
- Recommend, fit and dispense hearing aids and other assistive devices, including implantable devices.
- Perform specialized work unrelated to dispensing. Audiologists have at least a Master's degree and have completed a supervised internship. They have also passed a practical exam.

Information for Consumers

Do I have to see a medical doctor before I get hearing aids?

Beginning December 2016, most people over the age of 18 do not need to be evaluated by a medical doctor or to waive an evaluation before obtaining hearing aids. However, if a dispenser finds that you have one of eight conditions he or she should refer you to a doctor to determine if the condition medically or surgically correctable. These conditions include:

1. A deformity of the ear.
2. Recent draining from the ear.
3. Large amounts of ear wax or a foreign body in the ear canal.
4. Pain or discomfort in the ear.
5. Dizziness.
6. Failure of the middle ear to transmit sound (called an “air-bone gap”).
7. Sudden or rapidly worsening hearing loss.
8. Recent loss of hearing in one ear.

Any person 18 years of age or younger must still be evaluated by an audiologist before obtaining hearing aids.

Should I buy used hearing aids to save money?

A practitioner may sell used or rebuilt hearing aids. However, the practitioner must tell you the aids are used or rebuilt. Both the container and an attached tag must state that they are used. Buying used hearing aids is not recommended.

How do I learn to use my hearing aids?

Your practitioner must give you a booklet with your hearing aids and must review the booklet with you.

What should I get in writing?

The practitioner must give you:

- A copy of your contract.
- Information about the warranty on the hearing aids you purchase.
- An instruction book for your hearing aids.
- A notice that you may cancel within 45 days.
- Notice of your right to cancel within 3 days if you purchased from someone who came to your home.

If you ask, the practitioner must give you a copy of:

- The medical evaluation waiver, if you signed one.
- The results of your hearing test. (Your audiogram.)

All hearing aids must show manufacturer or distributor name, model name or number, serial number, and year of manufacture.

Can I cancel and get my money back?

You may cancel for any reason. But you must:

- Cancel within 45 days of purchase.
- Put your cancellation in writing. Keep a copy.
- Return the hearing aids. (Mail or return to office.)

If the practitioner has your hearing aids any time during the 45 days, you have a longer time to cancel. You have one extra day for each 24-hour period the practitioner has your hearing aids.

You can get all your money back if:

- Your contract does not say there is a “cancellation fee.” Or
- You bought the hearing aids from someone who came to your home and you cancel within 3 days.

If your contract includes a “cancellation fee,” the practitioner may keep part of the money. The fee cannot be over \$250. The practitioner must refund your money within 30 days.

I made an “in home” purchase. Do I have any other rights?

If you bought hearing aids from someone who came to your home, they must give you a “NOTICE OF CANCELLATION.” This notice tells you about your right to cancel.

If you cancel in writing by midnight of the third business day after the sale, you can get all your money back. You can give your cancellation to the practitioner at the address in the contract, or you can mail it to that address. If you mail it, the time that counts is when you put it in the mail box. The practitioner must refund all your money in ten days, even if the contract states there will be a cancellation fee.

If the practitioner did not provide a “NOTICE OF CANCELLATION,” you can cancel verbally or in writing.

What if my hearing aids need repairs?

All new hearing aids must have at least a one-year warranty from the manufacturer. If your hearing aid is under a **manufacturer’s warranty**, the aid will be serviced for any reason, including wear due to normal use. It may also include a “clean and check” service.

Your contract will tell you about **other warranties** you have. Any warranty will be in writing. The practitioner must give you a copy. The warranty must state:

- The name, address, and phone number of the service provider.
- The length of the warranty.
- The hearing aids’ model and serial number.
- The cost of the warranty.
- How much you must pay before the warranty applies.
- All other warranty terms and conditions.