

How do I file a complaint?

The commissioner of health has the authority to investigate complaints and discipline audiologists who provide services in an incompetent or negligent manner or who are not properly licensed to practice in the state of Minnesota.

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

- Complaints: 651-201-3729
- Check credentials:
651-201-3726
- Toll free: 1-800-657-3837
- Web:
www.health.state.mn.us/facilities/providers/slpa/compprcs.html
- Email:
Health.HOP@state.mn.us

What if I have questions about a hearing aid dispenser who is *not* an audiologist?

- Non-audiologists who dispense hearing aids must be certified by the Minnesota Department of Health. These activities include testing hearing for the purpose of selling a hearing aid, recommending hearing aids, making ear mold impressions, or assisting in selection at retail.
- To learn about your rights as a consumer of hearing aids, contact MDH at 651-201-3729, or e-mail Health.HOP@state.mn.us

If you require this document in another format, such as large print, Braille or cassette tape, call 651-201-3731.



*Protecting, maintaining and
improving the health of all
Minnesotans*

Audiology: Assuring Competent Care from Qualified Audiologists

A consumer guide to
information and rights
protected by law

- **Services provided by audiologists**
- **Qualifications and titles of licensed audiologists**
- **Your right to ethical care**
- **Filing a complaint**

What is an audiologist?

An audiologist is a licensed practitioner who specializes in disorders of the auditory and related systems. A licensed audiologist can:

- Identify, assess, interpret, diagnosis, rehabilitate and prevent hearing disorders
- Develop and implement a hearing conservation program
- Measure, assess and interpret auditory and balance function
- Select, fit and dispense assistive listening devices, alerting and amplification devices, hearing aids and systems for personal and public use
- Screen speech, language, voice or fluency for audiologic evaluation and/or to identify possible communication disorders

How do I know if an audiologist is qualified?

In Minnesota, an audiologist must:

- Be licensed to practice by the Minnesota Department of Health
- Have a master's or doctoral degree in audiology
- Have received supervised graduate or doctoral experience
- Have received a qualifying score on a national exam
- Meet continuing education requirements

To find out if a practitioner is a licensed audiologist, call 651-201-3726.

What are the titles used by licensed audiologists?

Only licensed audiologists may use the following titles:

- Audiologist, AUD, or A
- Hearing therapist or clinician
- Hearing aid audiologist
- Licensed audiologist

What is ethical care?

An audiologist must **not**:

- Perform services for a client who had no possibility of benefiting from the service
- Fail to refer a client for medical evaluation or care when appropriate
- Engage in negligent or incompetent practice
- Engage in abusive or fraudulent billing practices
- Engage in false or misleading advertising
- Aid or abet another person in violation of the law
- Engage in conduct likely to harm the public, or demonstrate a willful or careless disregard for the health, welfare or safety of a client
- Fail to comply with the state and federal laws regulating hearing aid sales