













Miracle-Ear Appointment Types and Sub Types with Description

Appointment Type	Appointment Sub-Type	Description
Screening	Screen/Test	Diagnostic screening with the purpose of evaluating a prospects hearing for insurance, government or a corporation inside or outside of the office
	No or Partial Test	Appointment to screen patient for hearing loss, inside or outside the office ie; Health Fair, VO screening
HAE/Consultation	Complete HAE	Comprehensive Hearing Evaluation for the purpose of selling a hearing aid
	Follow-Up	Additional consultation or to complete the hearing aid evaluation needed for the purpose of selling a hearing aid
	Med Ref Follow-Up	Additional consultation or to complete the hearing aid evaluation needed for the purpose of selling a hearing aid for a medical referral
	Call - Follow up	Call to prospect that was tested/ had loss/ but did not purchase
	Prospect Annual Retest	Comprehensive Hearing Evaluation for the purpose of selling a hearing aid for previously tested prospect/ competitive
Online HAE	HAE Booked Online	Comprehensive Hearing Evaluation for the purpose of selling a hearing aid booked by the patient online
Impressions Order	Ear mold impression	Appointment for the sole purpose of taking an impression for hearing aids or earmolds
Delivery	HA - Initial Fitting	Initial delivery appointment of a hearing aid
	HA - Initial Redelivery	Follow up delivery of hearing aid from Initial fitting
	HA - Repair/Service	Follow up delivery of hearing aid for remake, repaired or L& D or exchanged hearing aids
	Accessory/Ear Mold	Appt to deliver accessories or ear molds to patient
Adjustment Follow Up	Phone Call	Follow up phone call to patient after delivery of hearing aid, aftercare appt, service issue
	< 1 Month	Follow up aftercare appt in initial period after delivery of a hearing aid (less than 1 month after delivery)
	< 3 Months	Follow up aftercare appt in initial period after delivery of hearing aid (2-3 months after delivery)

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Aftercare	Clean and Check		Follow up Aftercare every 4-6 months for cleaning, REM verification, programming,
	Rehab		Follow up Aftercare for auditory training programs such as LACE
Online Aftercare	Booked online		Follow up Aftercare every 4-6 months for cleaning, REM verification, programming,
Model Change	Exchange HA		Appointment specifically to exchange or upgrade the model of a previously delivered hearing aid
Annual Retest	Years 1-3		Comprehensive annual follow up evaluation for patient currently wearing a Miracle-Ear hearing aid for 1-3 years (use when HAs are in warranty)
	Call - Trade up		Call to current patient to schedule annual retest for purpose of demonstrating new technology and presenting the Trade Up program
	Years 3+		Comprehensive annual follow up evaluation for patient currently wearing a Miracle-Ear hearing aid for over 3 years (use when HAs are out of warranty)
HA Service	Loss & Damage		Appointment for patients that have lost/damaged hearing aids in /out warranty
	Trouble with HA		Appointment for patient experiencing issues or needing repair with a hearing aid in or out of warranty
Return	Potential Return		Appointment for patients requesting to return hearing aids
	Lease Return		Appointment for patients at the end of their lease period
Walk In	Misc Purchases		Miscellaneous appt created for walk ins or other situations to purchase accessories or batteries

