



YOUR STEP-BY-STEP GUIDE TO MAXIMUM BENEFIT FROM HEARING INSTRUMENTS

For over 70 years, Miracle-Ear has been helping people transition into the use of hearing aids. New advances in digital hearing aid technology allow nearly everyone the opportunity to improve their hearing health. In fact, people that began wearing hearing instruments experienced many benefits. They are:

- **Considerably more likely to participate in social activities.**
- **50% less likely to experience feelings of sadness or depression**
- **50% less likely to experience long periods of anxiety or tension**

Learning to use your new hearing system will take time. The longer someone puts off amplification, the harder it may be for them to hear when they do decide to get help. Clinical studies show that the use of hearing instruments dramatically improve communication, confidence, and mental stimulation but **maximum benefits are seen over extended periods of use.**

At Miracle-Ear, our relationship doesn't end after the purchase. We will be with you every step of the way to ensure your success and customize a unique program designed to give you the best hearing possible. Below you will find tips and practices that will help you on your journey to better hearing.

The Rehabilitation Process:

- **1st Visit-Delivery & Basics:** You will be fit with your new hearing instruments which will be clinically evaluated for proper fit and performance. You will learn the best ways to use and care for them. Practice and patience is necessary when learning how to properly insert and remove the aids. The first week, we recommend a minimum of 5 hours of usage per day.
- **2nd Visit-Recap & Fine Tuning:** The first follow-up is scheduled approximately one week after the fitting. Your Miracle-Ear Specialist will go over any questions that may have arisen and discuss the experiences you had during your first week. The hearing instruments store data regarding how many hours and in what environments they have been in. Based on the speed of your progress and the data stored in the instruments, we will make adjustments for a more comfortable and clear sound.
- **Follow-Up Visits:** At each appointment, you will become more comfortable with your instruments. As time goes on, you will recognize more of the sounds you've been missing and begin to understand speech better. Report your successes and challenges with your Miracle-Ear Specialist. We recommend 4 follow-up visits during the rehabilitation process. Each follow-up will usually take around 15 minutes. The ideal fitting will be found when the hearing instruments are providing the maximum benefit you can achieve *and* you are comfortable wearing them all day.

Helpful Tips for Your New Miracle-Ear Hearing Aids:

1. Your hearing aids are color coded. **RED** is right, **BLUE** is left.
2. Your disposable batteries on average will last _____ days. Your hearing aids take battery size _____. Remember to open the battery door when your hearing aids are not in use.

* If you have rechargeable batteries you will place them on the charger nightly. You should get _____ hours of use per day. Rechargeable batteries need to be replaced after _____ months.
3. Your aids have a low battery indicator that will notify you when to change your batteries.
4. Clean your aids every day. The cleaner you keep your hearing aids the better they will sound and the longer they will last. Brush off the microphones with the cleaning tool provided and remove any earwax out of the ear mold or ear tip. Wipe the shell of the aid off with a clean towel or tissue. Do your best to keep your aids dry. Don't shower or swim with them or expose them to excessive perspiration. Do not leave them in the bathroom where they can be damaged by the steam of the shower.
5. If you are using hair spray, put the aids in after you have sprayed your hair to avoid damage to the aids.

How to Use Your New Hearing Aids:

You hearing aids are programmed with _____ programs. To change programs, push the button on the aid(s). You will hear 1 to 5 beeps depending on the number of programs we set for you. It is important that both aids are on the same program. For some aids, one button changes programs on both aids.

Program 1 (1 Beep) is for _____

Program 2 (2 Beeps) is for _____

Program 3 (3 Beeps) is for _____

Program 4 (4 Beeps) is for _____

Program 5 (5 Beeps) is for _____

*To return to Program 1, simply push the button again until you only hear one beep.

What to Expect from Your New Hearing Aids:

1. Expect to hear much better with your new aids, but don't expect to never say "Huh?" or "What?" again.
2. Expect to understand most conversation and television most of the time but understand that people without hearing loss don't catch every word all the time.
3. Expect to hear someone from 10 feet away, but even people without hearing loss have difficulty hearing and understanding someone from the basement when they are upstairs.
4. Expect your hearing aids to improve your hearing ability; don't expect them to cure "selective hearing".
5. Expect to have your aids adjusted from the initial programming at today's first fitting. You haven't heard well in some time and the aids may sound a bit loud and sharp initially. These are settings where "most people" would prefer to have them set. You may prefer to hear more or less of the things we set at the first fitting and we can fine tune the aids to your preferences at future check-ups. As you become more acclimated to wearing the aids, sounds will become more comfortable.
6. Expect to need some time to adjust to hearing better. The brain has to be "re-trained" to all of the sounds it hasn't heard in a while. Some people get "re-trained" in a couple of days. For most, it takes a couple of weeks. The more you wear your aids, the faster you will "re-train" the brain and hear clearer. Do not expect to catch everything right away, it will take time.
7. Expect to hear running water, flushing toilets, and rustling paper more than before. These are some of the most common sounds that take time to adapt to hearing again.
8. Expect to hear some wind noise. As wind blows into the microphones you may hear a rustling sound. Some aids have a wind noise reduction that greatly reduces these effects.
9. Expect to have a reduction in background noise. Like wind, hearing aids will reduce background noise but not completely eliminate it.
10. Expect to hear your own voice more than before. Typically you will adapt to the sound of your own voice within a couple of days.
11. Expect to get a whistle (feedback) if you get something very close to the aid. Do not expect or tolerate an aid that whistles on its own. Please notify us immediately if you experience any feedback issues. To avoid feedback on the phone, you may need to hold the phone away from your ear slightly.
12. Expect your ears to tickle or itch a little when you begin wearing your aids. Your ears will eventually produce a thin coating of keratin in the ear canal which reduces the tickles and itching. A little cortisone cream applied to the canal also helps.

Recommendations:

Miracle-Ear does have a 30-day adjustment period on the hearing aids. Most people will see substantial benefits within this time frame. However, every ear and every hearing loss is different. Some people adjust in two weeks while others take two months. Our care and service does not end after the adjustment period, that is just the beginning. We will be with you every step of the way to ensure your success.

Take full advantage of Miracle-Ear's aftercare programs! We like to see our patients a minimum of every four months so we can properly maintain the aids and make sure you are hearing your best. We clean, dry, and make any repairs necessary to ensure your complete satisfaction. Best of all, the services are **free**!

Miracle-Ear Policies:

1. If your aid(s) need to be sent into our lab for service they are covered under warranty for _____ year(s). Your warranty ends ____/____/____.
2. If your aids are lost or damaged beyond repair and are under warranty, Miracle-Ear will replace them one time for 25% of the original cost.
 - ☐ I have the Health Services Protection Plan, included is:
 - **100% coverage of the replacement cost for a brand new hearing aid if your hearing aids are lost or damaged beyond repair**
 - **8-pack of batteries shipped to your house monthly**
 - **Additional gifts & discounts for referring a friend**
 - **Informational Monthly Newsletter**
 - ☐ I declined the Health Services Protection Plan