



AUDIOLOGY
A C A D E M Y

Mind Your Step:
How To Successfully
Train an Audiology Assistant

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Chief Education Officer

Disclosures

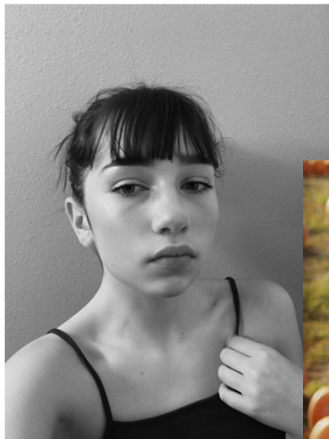
- Clinic Owner, Issaquah Washington
- Owner, Partner – Audiology Academy

Agenda

- The missed “first step”
- What’s Your Goal?
- First Steps with an Audiology Assistant
- What Can Your Audiology Assistant Do....
And Not Do
- 2 Underlying Goals for an Assistant in Your Practice
- Successfully Training an Audiology Assistant
- Q & A



CATCH
your
BREATH
& take
YOUR
TIME



14 Going on 30



Why Might You Need an Audiology Assistant?

What Are Your Goals?

- Goal 1: Improve patient care by increasing bandwidth
- Goal 2: Have Providers see more money-generating appointments
- Goal 3: Have more walk-in times
- Goal 4: Do more marketing
- Goal 5: Control the paperwork nightmare
- Goal 6: Decrease patient-facing appointments for Providers
- Goal 7: Add Aural Rehab to clinic offerings
- Goal 8: Have someone else to answer phones
- Goal 9: Sell more accessories / POS
- Goal 10: GET HOME AT A DECENT HOUR

**A GOAL
WITHOUT A PLAN
IS JUST
A WISH.
—ANTOINE DE SAINT-EXUPÉRY—**

The First Steps in Reaching Your Goal

- Define the assistant's role
- Create clinic protocols and define Best Practices
 - Checklists
 - Forms
- Create a Training Plan
 - Create a timeline that is **actionable** and **time-bound**
- Track progress
- Measure outcomes



Defining the Role of the Audiology Assistant

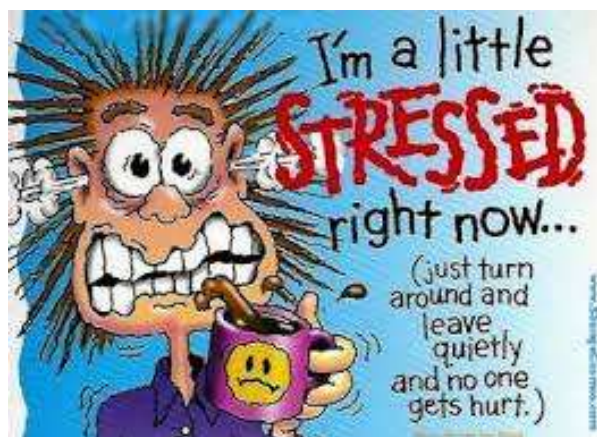
AAA definition: An audiologist's assistant is a person who, after **appropriate training** and demonstrated competency, performs tasks that are prescribed, directed and supervised by an audiologist.

The role of the assistant is to support the audiologist in performing routine tasks and duties so that the audiologist is available for the more complex evaluative, diagnostic, management and treatment required by the level of education and training of a licensed audiologist.

Perform the basic but essential tasks to free up the Provider's time *to do their job.*

My definition?

SANITY



11

So What Can Your Audiology Assistant DO?

- Tasks that are instrumental to practice success but do not require specialized training
- Tasks that increase the bandwidth of the Provider
- ***Non-revenue-generating tasks***
 - Administrative Tasks
 - Hearing Instrument – related tasks
 - Equipment Maintenance
 - Patient Education and Training
 - Testing Support
 - Other Support Functions

Administrative Tasks

- Patient scheduling
- Lab management



Time Savings to Clinic: 10 hours/week

END-OF-MONTH CONTROL SHEET

Month of: _____

Task	Completed	Copy To NK
LAB CLEANUP		
Buffing dust emptied/buffing wheel sanitized	☐	
Tasks on White Board completed	☐	
Stock necessary items	☐	
Order necessary items	☐	
Countertops sanitized	☐	
Lab organized	☐	
TRACKING CONTROL		
HA Inventory verified	☐	☐
HAT Inventory verified	☐	☐
Stock Archive list updated	☐	
Green Folder RFC aids checked	☐	
Order stock aids	☐	
Monthly ha tracking updated/audited	☐	☐
HearForm repairs/orders verified	☐	
Provider HA averages updated	☐	☐
CONSULT CONTROL		
Battery supply verified	☐	
Oto dams	☐	
Pen lights	☐	
Impression material	☐	
Impression tips	☐	
Brochures stocked (consult rooms and lobby)	☐	
Fit N Go Kits Stocked	☐	
MED CLEARANCE CONTROL		
Audit of requested M.C. forms	☐	☐
M.C. Received letters sent	☐	☐
M.C. Expiring letters sent	☐	☐
OTHER		
Satisfaction Survey	☐	☐
6 mo check recalls - appointments made	☐	☐
Contact letters to TNSch patients	☐	☐
LACE letters to patients	☐	☐
DNS Times Scheduled	☐	☐

Monthly Audit Complete

Administrative Tasks

- Patient scheduling
- Lab management
- Entry of test findings
- Tracking of data



Time Savings to Clinic: 5 hours/week

Hearing Instrument–related Tasks

- Hearing instrument/ALD ordering
- Hearing instrument/ALD repair
- **Accessory/POS sales**
- Hearing instrument cleaning*
- Walk-in appointments*
- 6 month checks*
- Initial program to first fit*
- Hearing Instrument Test box
- **Walk-ins**

Time Savings to Clinic: 15 hours/week

Equipment Maintenance

- Weekly Biologic Checks
- Update NOAH Software
- Update Manufacturer Software
- Weekly Audioscan Calibration
- Infection Control/Sanitation

Time Savings to Clinic: 1 hour/week

Patient Education and Training

- Hearing instrument orientation
- Bluetooth / app connection & education
- *Hearing Protection Devices*
- *Bluetooth custom molds*
- **Aural rehabilitation/LACE**
- Hearing Assistance Technology
- POS Sales

Time Savings to Clinic: 9 hours/week

Testing Support

- Fixed Protocol Immitance testing
without interpretation
- Otoscopic check
- Collect and score self assessment forms
- QuickSIN
- **Hearing Screening**



Other Support Functions

- Prepare materials for impression taking
- Maintain consult rooms/exam rooms/audio booth
- Assist with difficult-to-test patients
- **Marketing support**
 - Calls to gold-mine patients
 - Medical clearance contact
 - Contact patients who are tested but do not purchase

An Audiology Assistant Cannot

- Perform diagnostic testing (in a private practice without an ENT)
- Interpret test findings
- Provide counseling regarding diagnosis
- Select or recommend hearing instruments
- Make referrals for additional testing
- Modify an earmold or hearing aid if that modification affects the output of the hearing aid at the eardrum
- *Any function that requires state licensure as an audiologist or hearing instrument specialist*

DISCLAIMER

- Check the department of health website in the state where your clinic resides in order to determine the scope of practice and requirements for licensure, certification or both before employing an Audiology Assistant.

www.AudiologyAcademy.com/state-requirements



The Role of the Audiology Assistant

What are the underlying goals
for an Audiology Assistant in any practice?

- To create **bandwidth** and **capacity** for the Provider.
- To maintain a high standard of excellent **patient care**.





Ensuring that Excellent Patient Care is Maintained

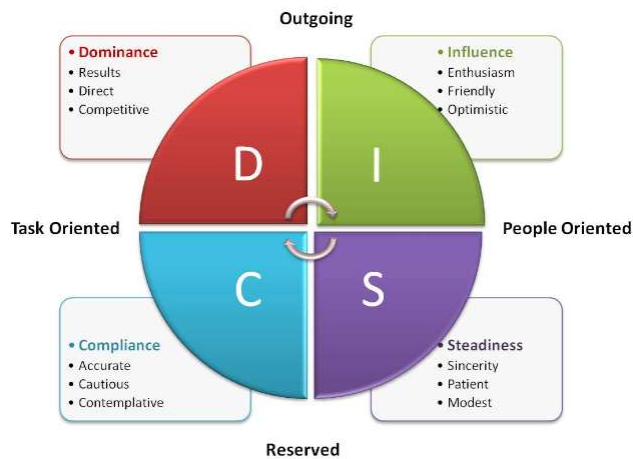
- Hire the right person
- Establish clear understanding of job functions
- Be transparent when discussing business goals
- Constant training
- Consistent training

Ensuring that Excellent Patient Care is Maintained

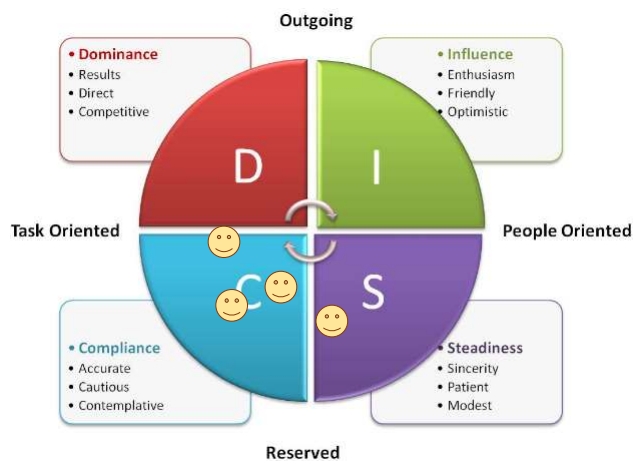
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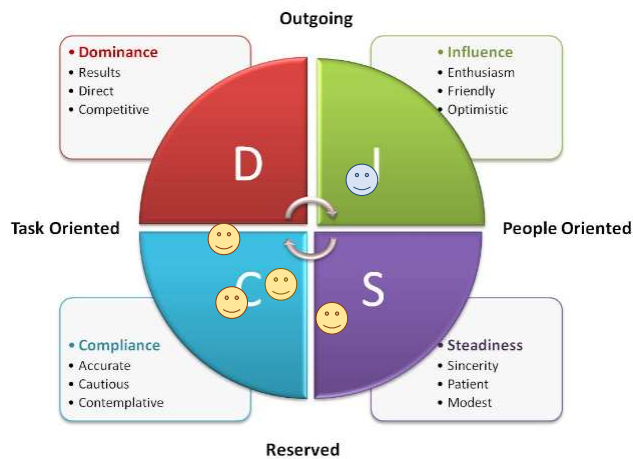
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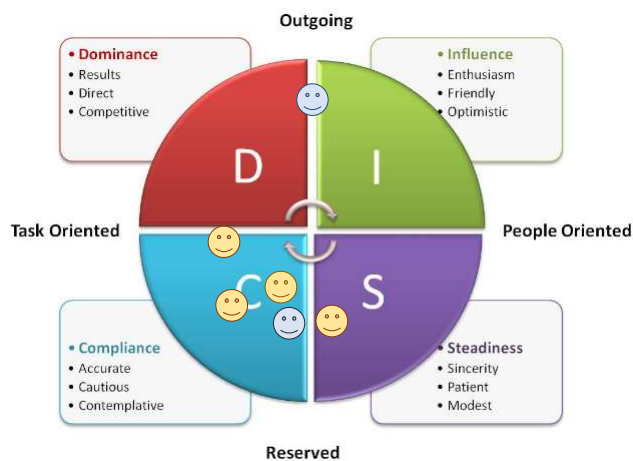
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Ensuring that Excellent Patient Care is Maintained

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AUDIOLOGY ACADEMY
Home of the Premier Online Training Resource for the Hearing Healthcare Community

Training Login

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Audiology Assistant, Tinnitus, Front Desk Training, Embezzlement, Social Media, Patient Counseling, Personal Growth and MUCH MORE!

State Requirements
Free Audiology Assistant Job Description
How to Sign Up
Assistant Survey

CLICK HERE FOR TRAINING COURSES

WELCOME TO THE PREMIER AUDIOLOGY TRAINING SITE

www.AudiologyAcademy.com

Ensuring that Excellent Patient Care is Maintained

- A clear understanding of job functions
 - Essential Job Functions Worksheet
 - Best Practices Protocols
- An understanding of business goals
 - What services are free?
 - What warranties are provided?
 - How often should patients be seen?
 - What can employees do to ensure patients are satisfied?
- Constant training
- Consistent training
 - Supervisor's Guide



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Training is Available

Audiology Academy

- Customer Service training
- Lab Management training
- Audiology Basics training
- Certificate of Completion

Nova Southeastern University

- Didactic course
- Lab Course
- Certificate of Completion



- **AUDIOLOGIST-DIRECTED**

Why Should You Supervise?

- “I don’t have time to supervise training.”
- “What if I train them well and then they leave?”
- “I have trained an assistant in the past with my own training and it worked out just fine.”

Don’t miss the most important “first steps”!

Successfully Training an Audiology Assistant

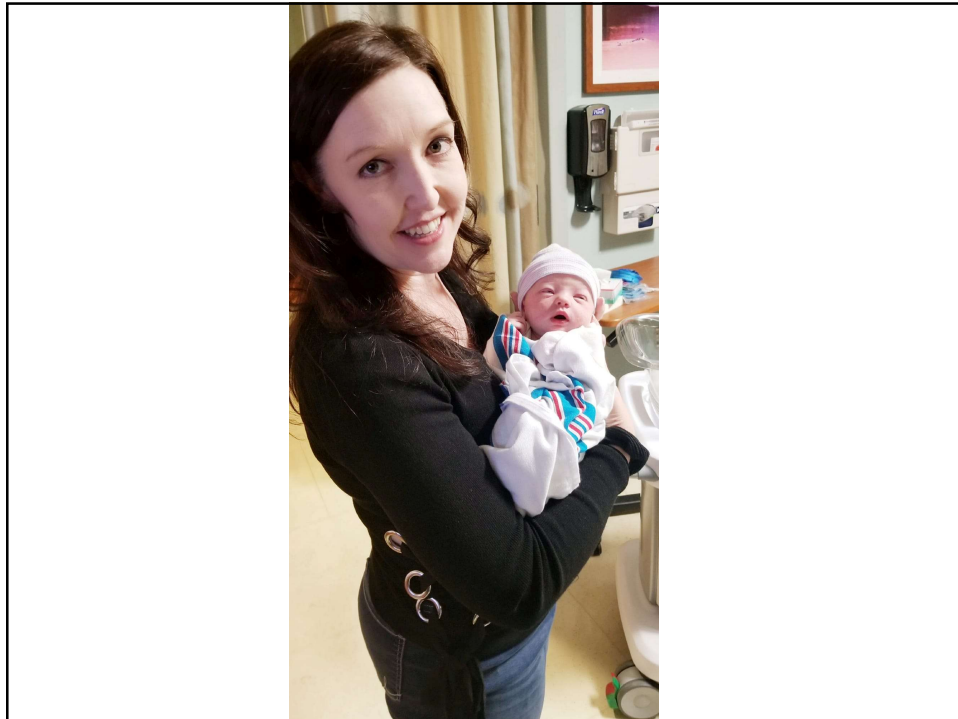
- **Set time on the schedule for focused training**
 - 30 minutes in the morning 3-5 days a week in weeks 1-4
 - 30 minutes 2 days a weeks from weeks 5-8
 - 30 minutes a week for weeks 8-10
- **Set time on the schedule for homework assignments**
 - Look ahead to plan ahead
 - Make allowances for other staff to help with homework
- **Lengthen appointments to allow for teaching**
 - Hearing Aid Delivery
 - Hearing Assistance Technology
 - Phone Apps/Phone Pairing



Mind your Step and Find Success

- Define the role
- Use Protocols and Best Practices
- Create a Training Plan
- Guided Training by you, the Supervisor





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