Enhancing Patient Satisfaction With Custom Modifications

Amanda Wolfe, Au. D.
Education and Training Audiologist

Webinar FAQs

Enhancing Patient Satisfaction With Custom Modifications

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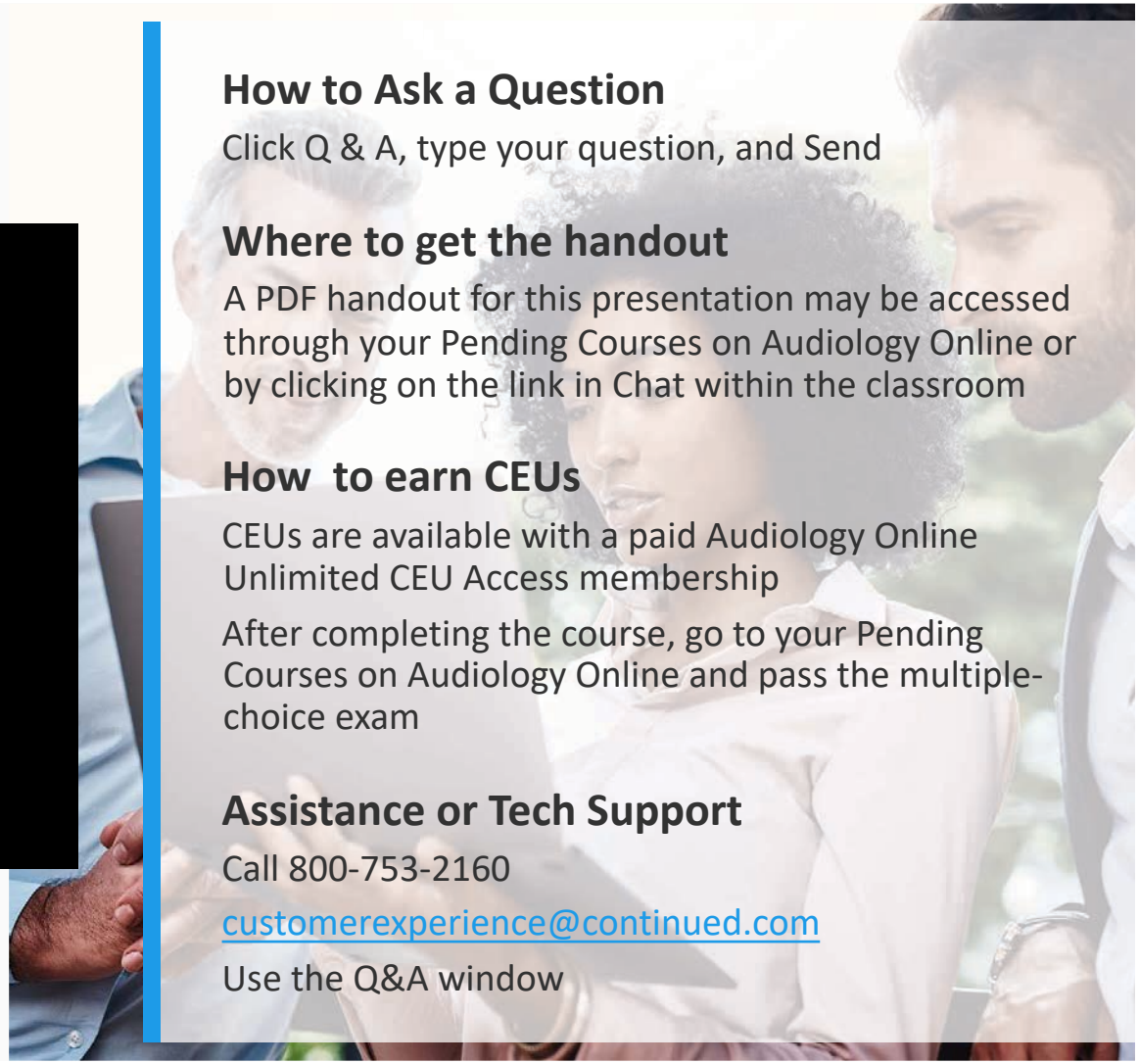

How to Ask a Question

Click Q & A, type your question, and Send

Where to get the handout

A PDF handout for this presentation may be accessed through your Pending Courses on Audiology Online or by clicking on the link in Chat within the classroom

How to earn CEUs

CEUs are available with a paid Audiology Online Unlimited CEU Access membership

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Use the Q&A window

Risks and Benefits

The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.

As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.

The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.

The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.

Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.

Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.

It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

Learning Outcomes

Benefits of Custom Products

Provide a personalized product

Provide an easier to insert form factor

Provide a secure fitting

Provide consistent sound quality that your patients need/desire

In-office Modifications

Advanced level of **service** your patients desire and expect

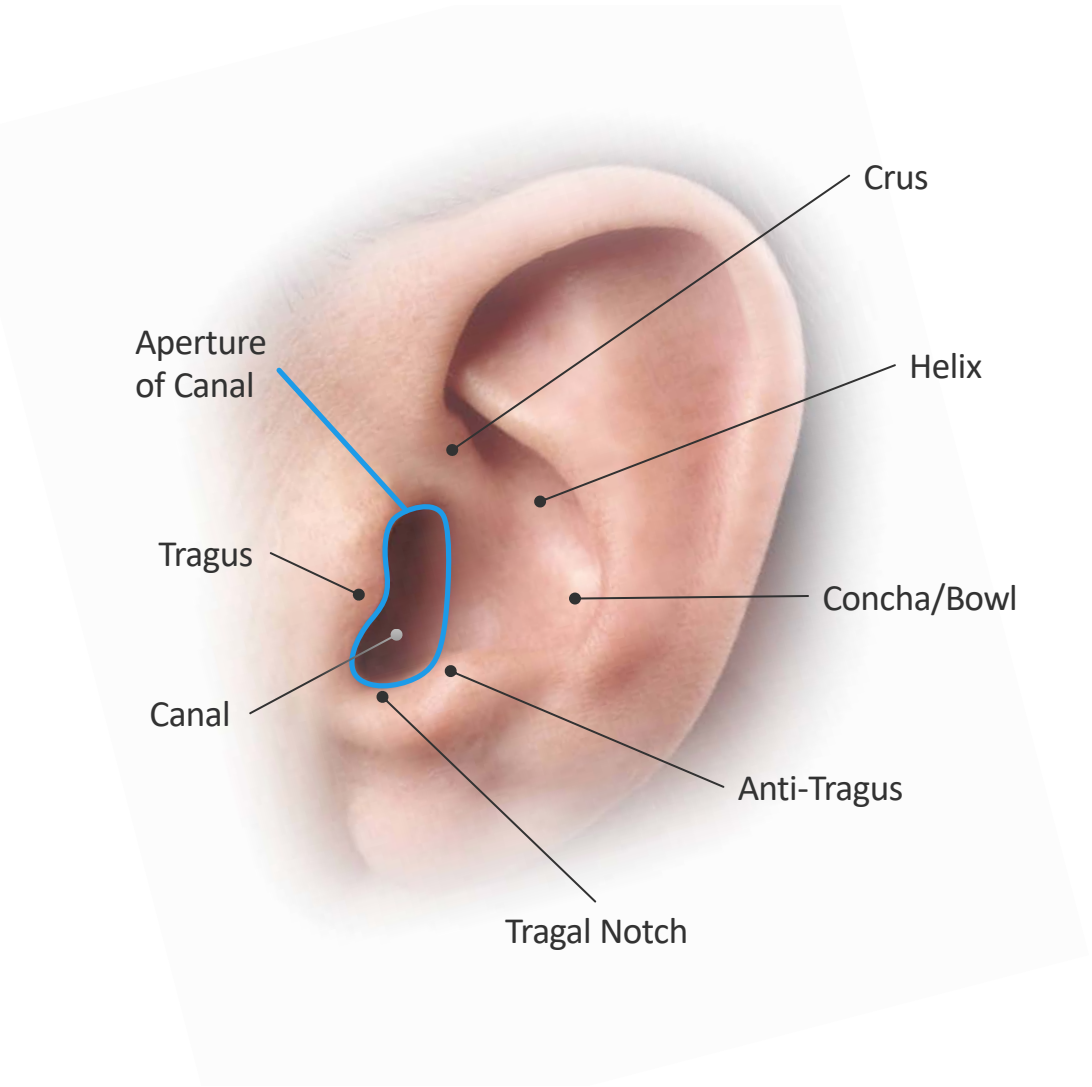
Saves **time**

Adds **convenience**

Reduces **return rates**

Earmold Impressions

Understanding the Ear



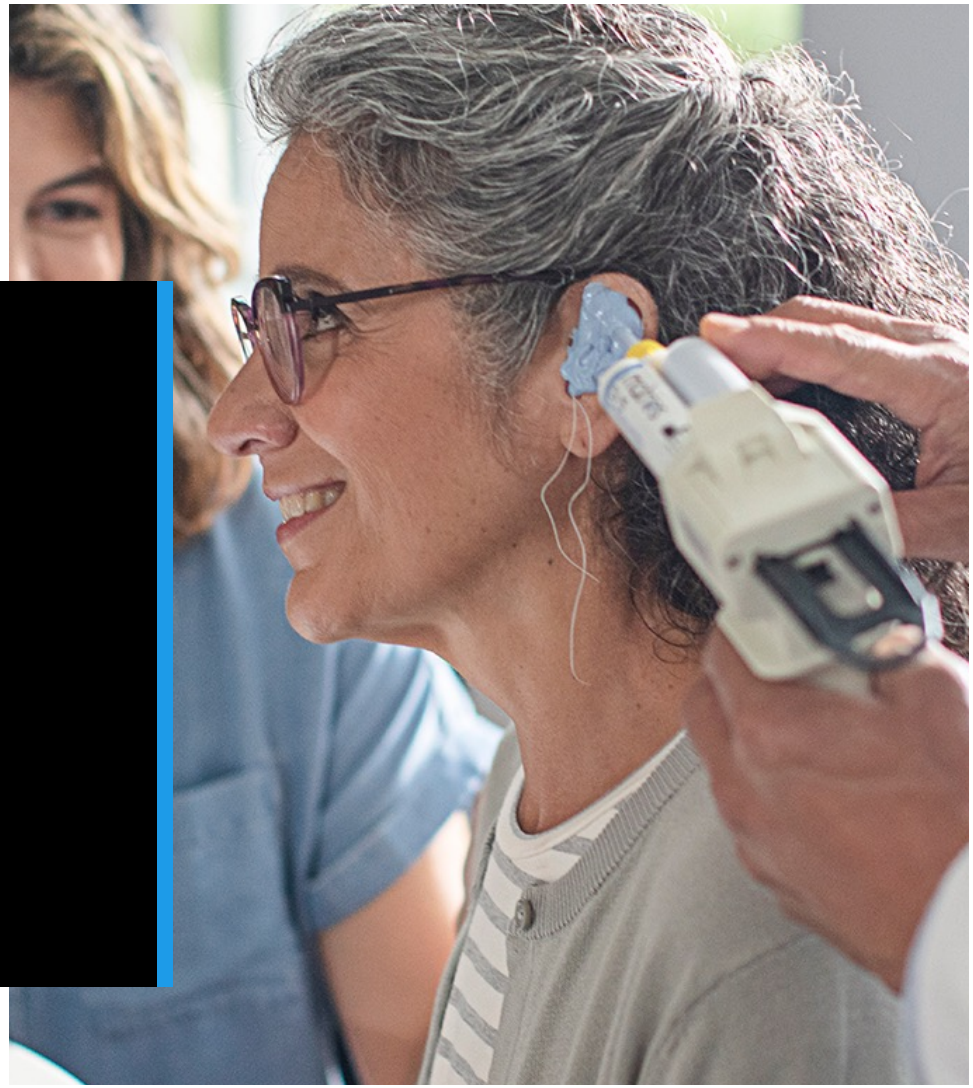
The **best physical fit** of an earmold starts with a **good ear impression**

The ear dictates what we can build

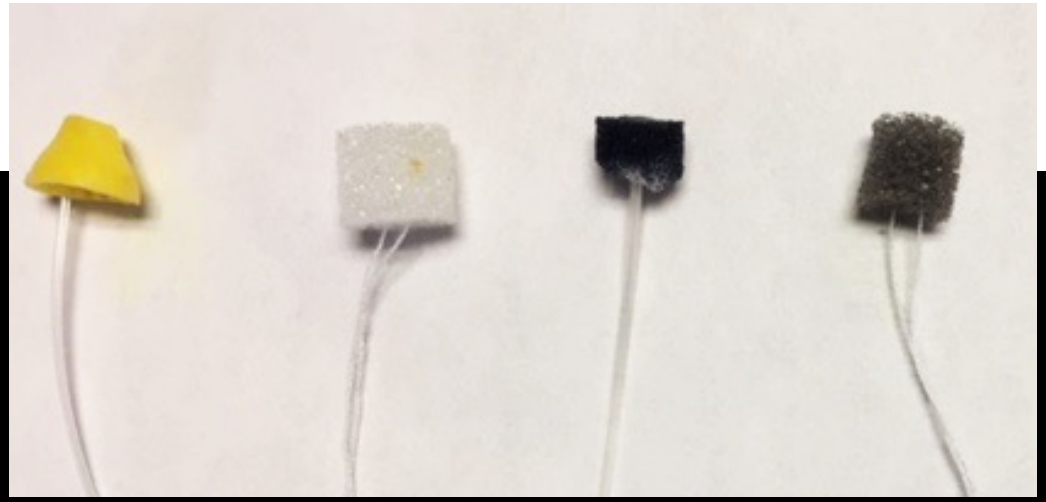
5 Key Points

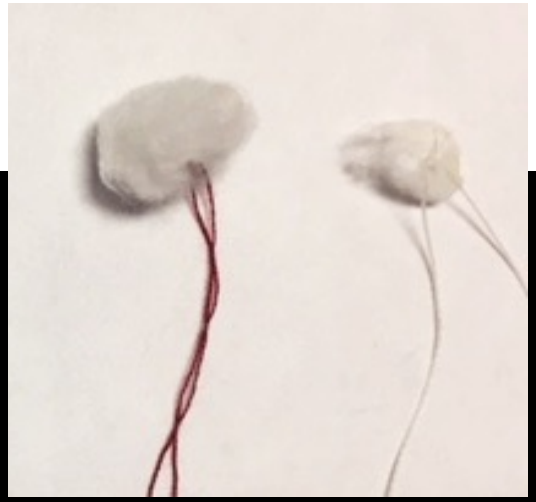
for a successful ear impression

1. **Size** of oto-block

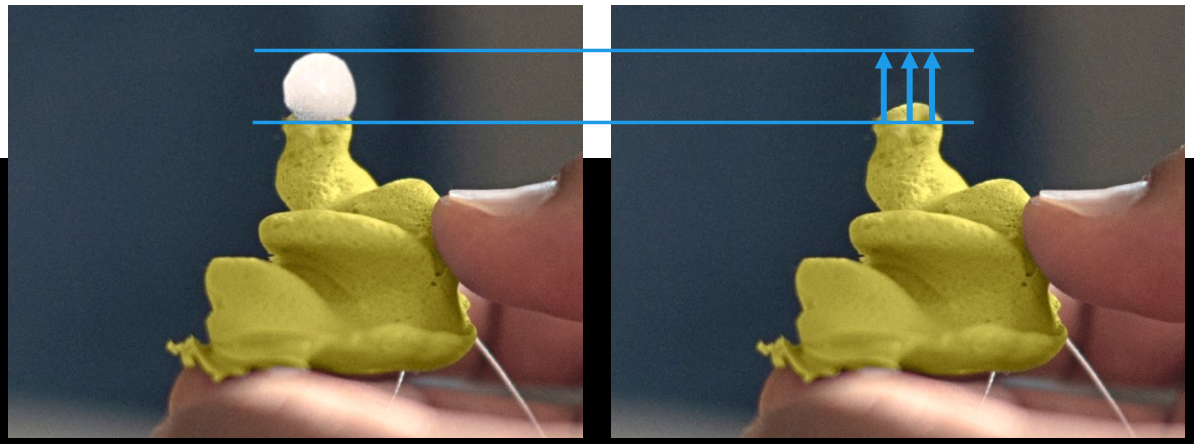


Types of blocks used for ear impression taking





Otoblock Sizes
Can Change the Fit



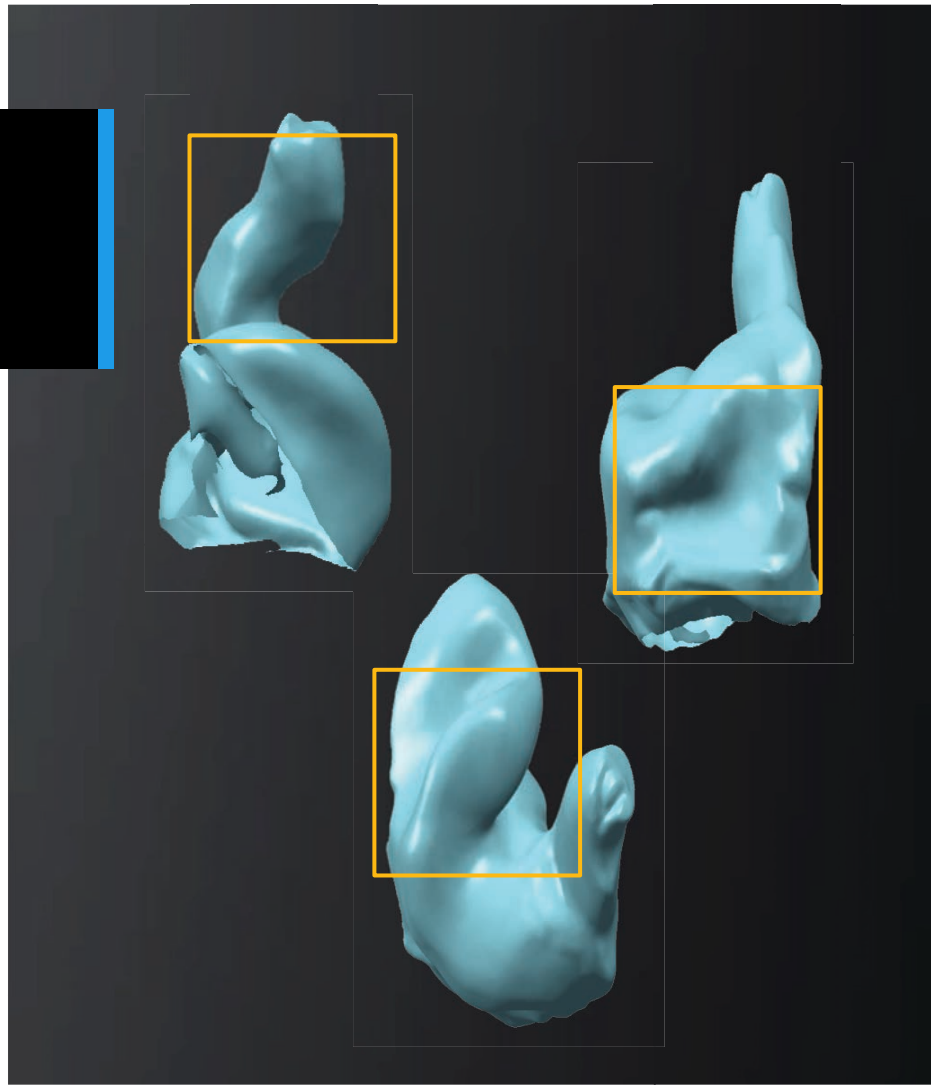
5 Key Points

for a successful ear impression

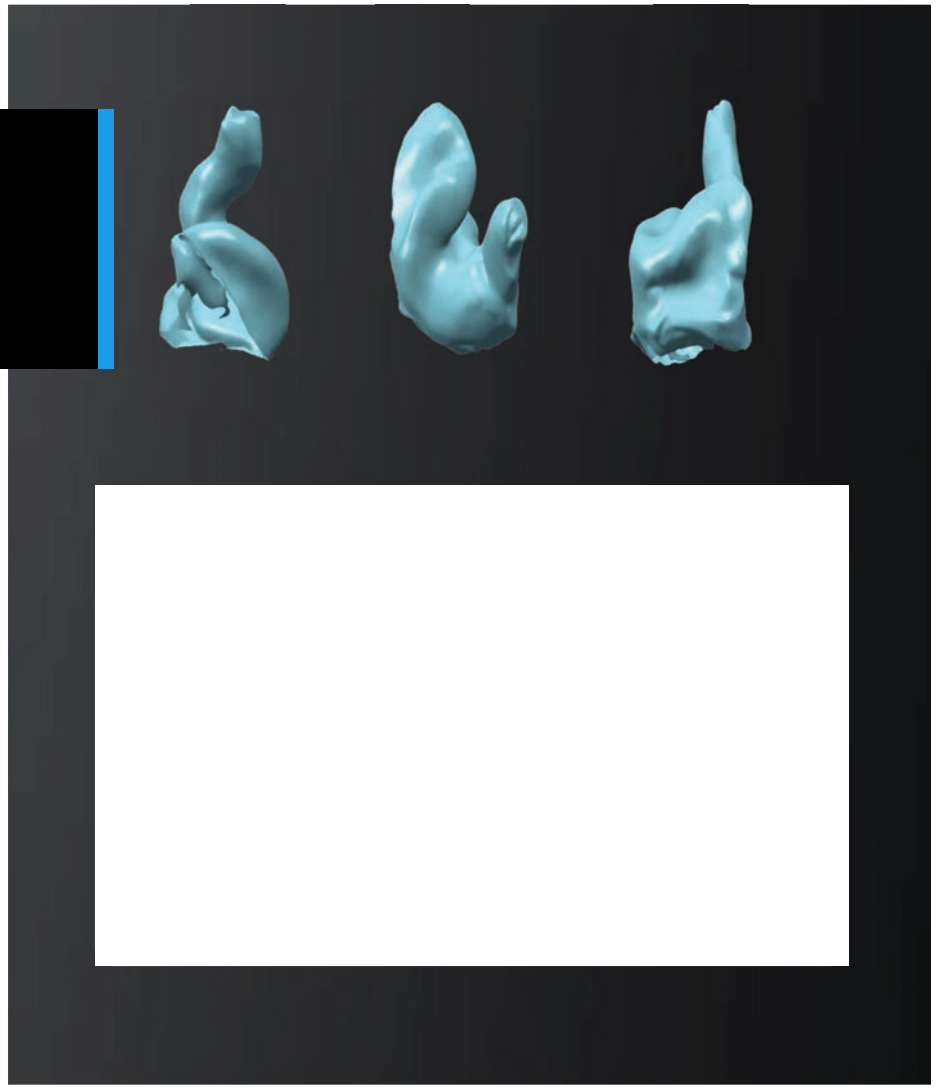
1. **Size** of oto-block
2. Oto-block **placement**
3. **Syringe tip** placement/angle
4. **Waiting time** to move syringe tip outward while shooting
5. Breaking the **seal**

Impression Inspection Checklist

Does the impression capture the concha bowl, helix, and ear canal?



Impression Inspection Checklist



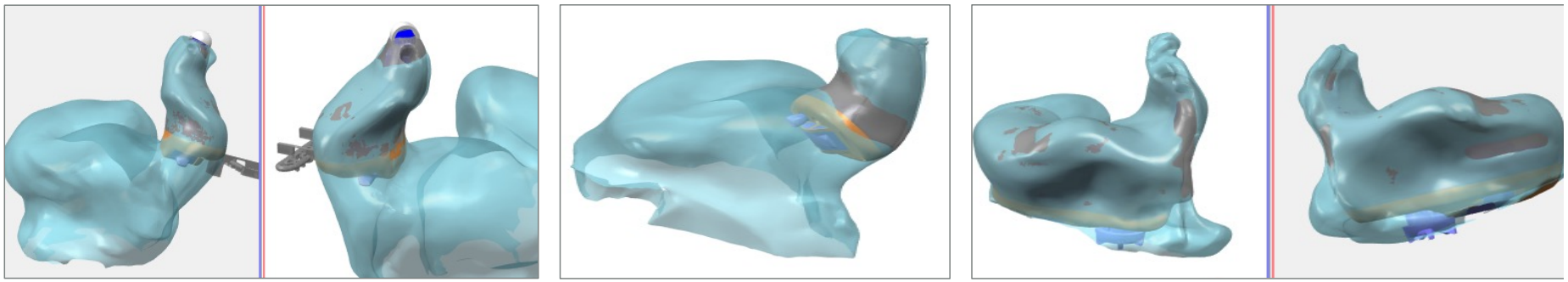
Does the impression capture the concha bowl, helix, and ear canal?

Are there any natural voids or gaps I should note on the order?

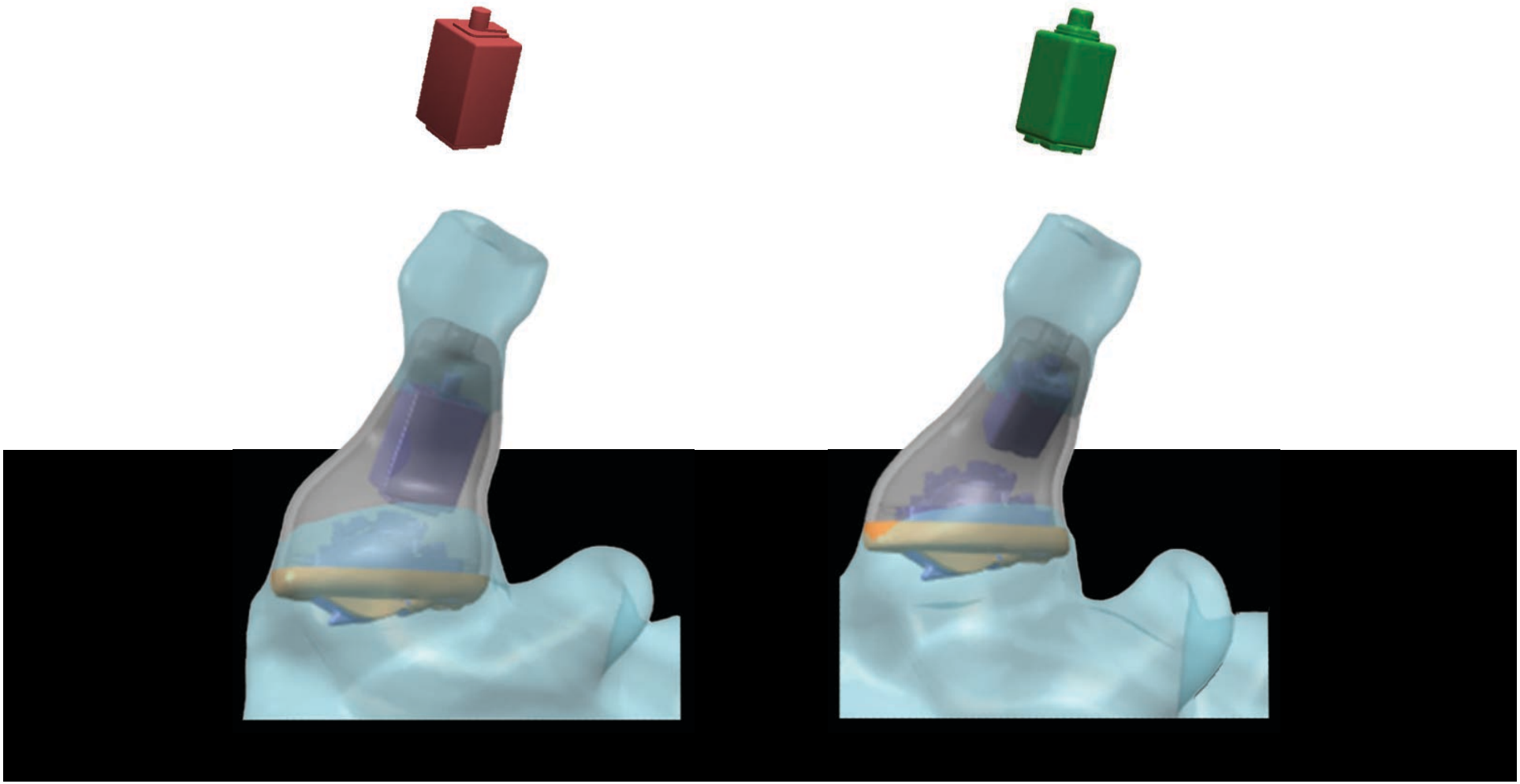
Is the impression past the 2nd bend?

25%
of impressions
we receive do not meet
canal length criteria

Short canal impressions may cause hearing aids to protrude



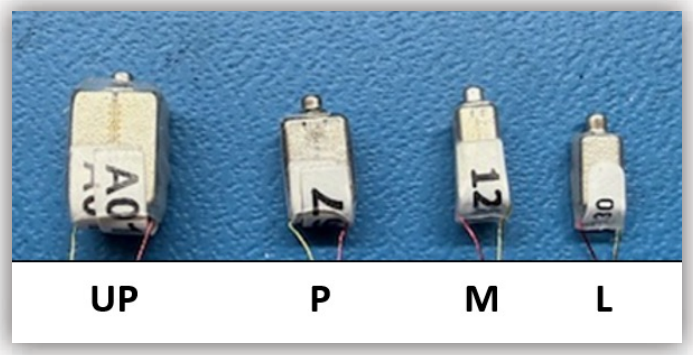
Receiver Sizes

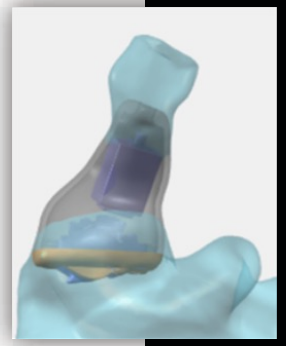


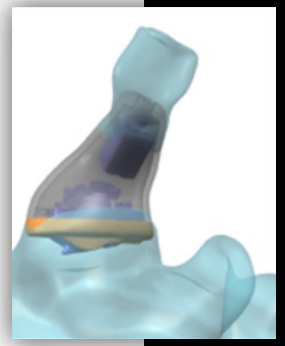
Pro Tip

Select the receiver matrix based on the audiogram

UP orders with a short or narrow canal may result in the hearing aid protruding







Pro Tip

Add a canal lock to help with retention and reduce returns

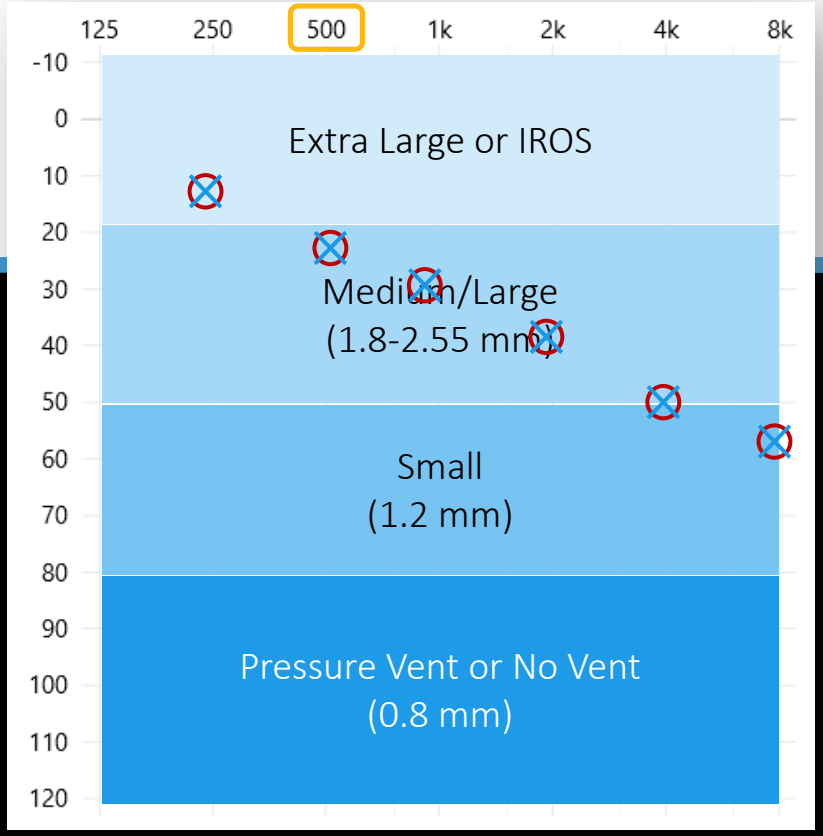
Vent Selection

Vent Selection

500-750 Hz is the most important frequency for vent selection

Better thresholds warrant a larger vent

Poorer thresholds warrant a smaller vent



1V
1.6mm

2V (MV)
2.18mm

Occlusion

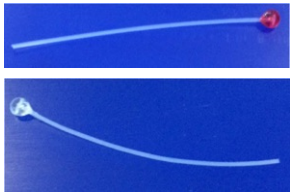
L and M receivers with a 1V or 2V vent have the highest occlusion returns

Customization is Personalization

Dexterity & Removal Solutions

High Strength Silicone Removal Handle

String Removal Handle



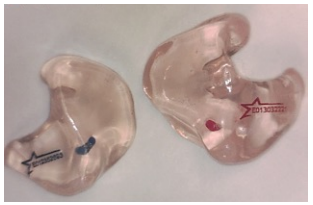
Nubbin Handle

Slot Handle

*Style and material specific

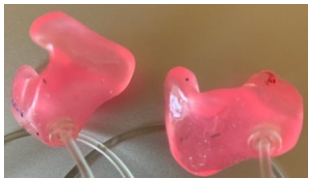
Cognition & Identification Solutions

Color Code



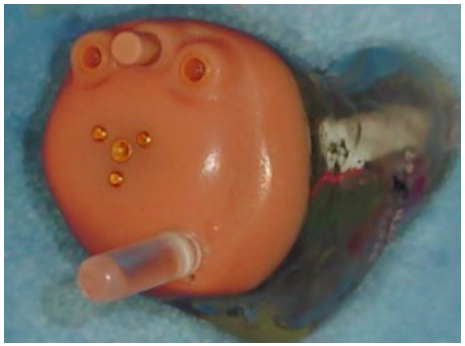
Engraving

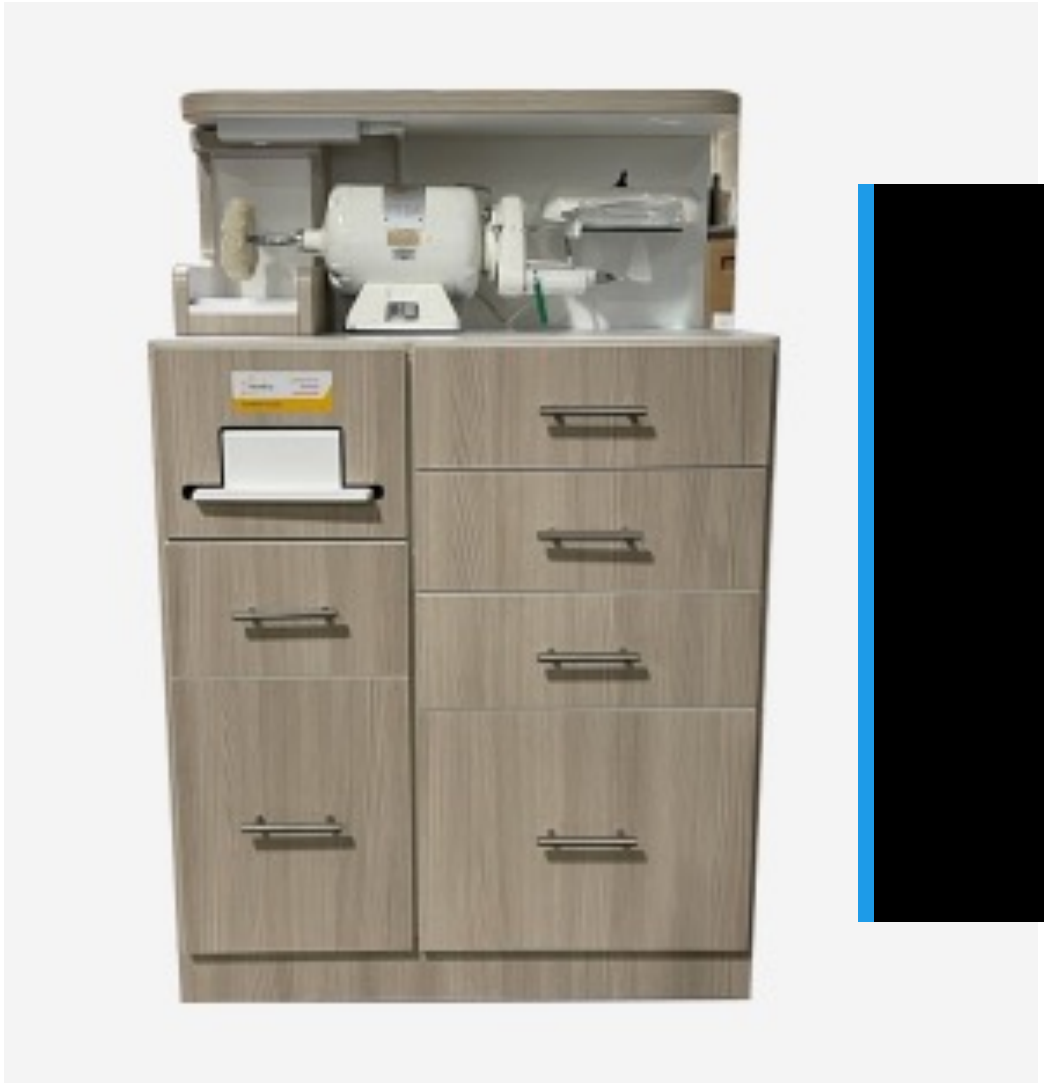
Cloth or Vinyl Cords



Metal Chain Loops

Dexterity & Removal Solutions





Modifications

Modifications Kit

Part number: **52498-000**

Contact Starkey's Business Equipment team today

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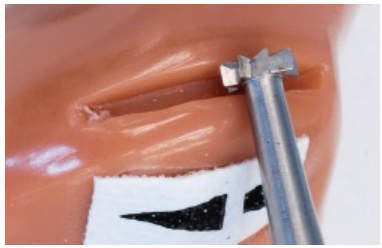
Modification Tools

EARMOLDS



CUSTOM HEARING AIDS

Modification Prep

1. Identify area of concern and check for physical irritation
   - Do I need to re-instruct?
2. Clean
3. Ensure you are using the correct tools
4. Hold on tight!
5. Less is more!
6. Buff, as necessary
7. Clean
8. Check physical fit and comfort

Safety First

Wash your hands thoroughly when done working with UV and other adhesives. They are fun to work with, less fun to digest. Less is more!

Do not test the bonding strength of the adhesive

Always wear safety glasses

Do not look at the UV light when curing

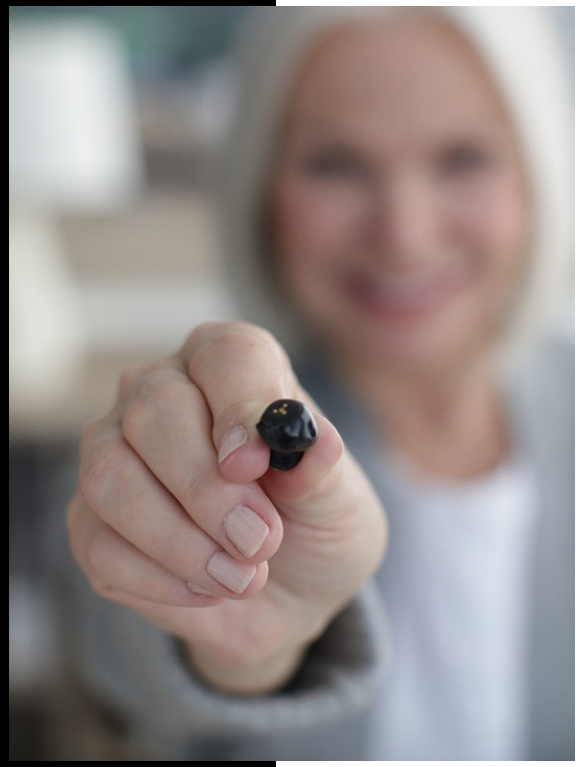
Keep your hair tied

Leave razor blade in plain sight

Protect the microphones, receiver and charging pins against dust and damage before you begin

Modifications

Adding a removal notch	Occlusion reduction
Modify and replace a removal handle	Re-attaching a faceplate
Add a raised volume control wheel	Patching a vent
Tight Fit	Patching a shell



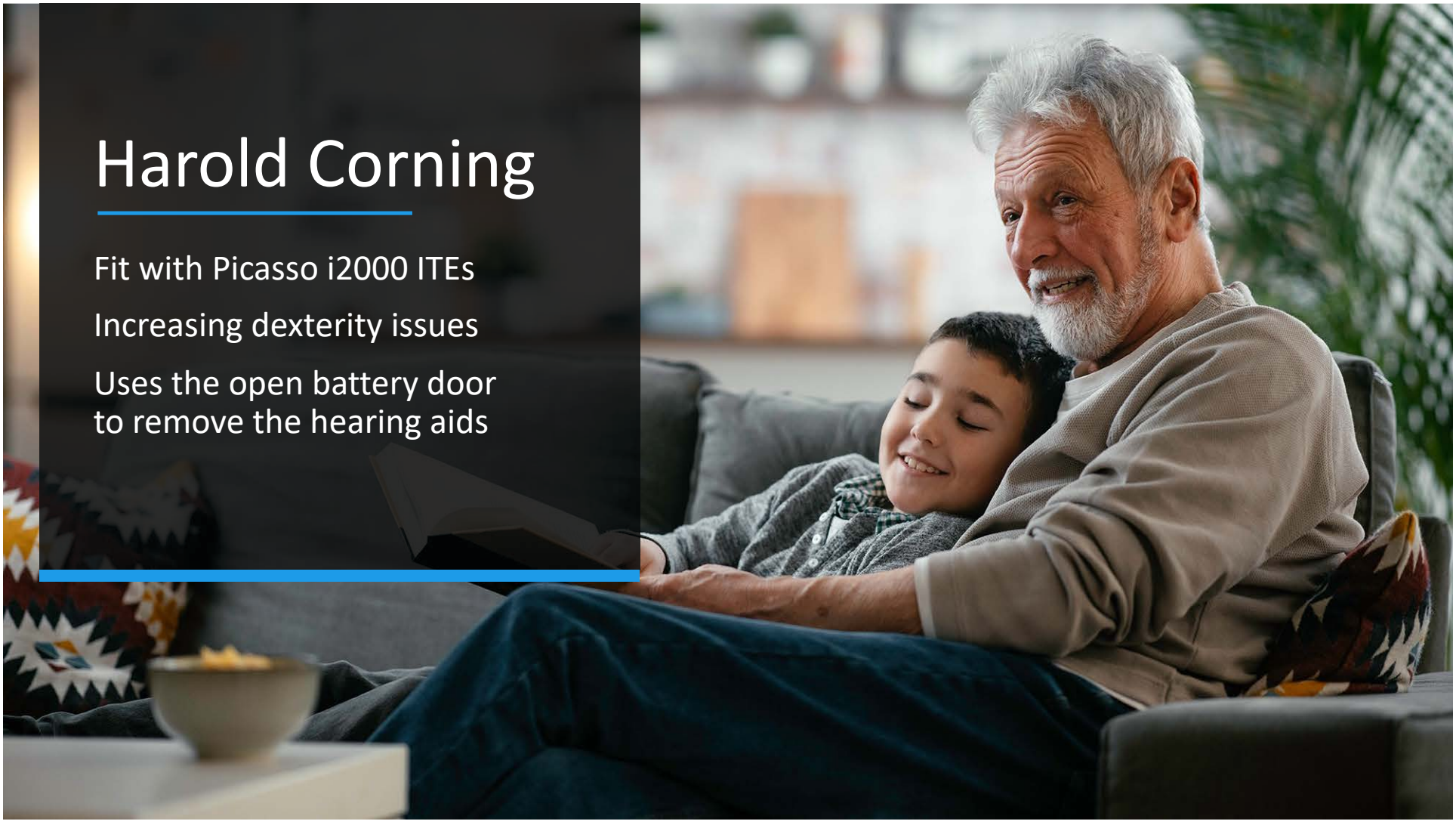
Dexterity Concerns

Harold Corning

Fit with Picasso i2000 ITEs

Increasing dexterity issues

Uses the open battery door to remove the hearing aids



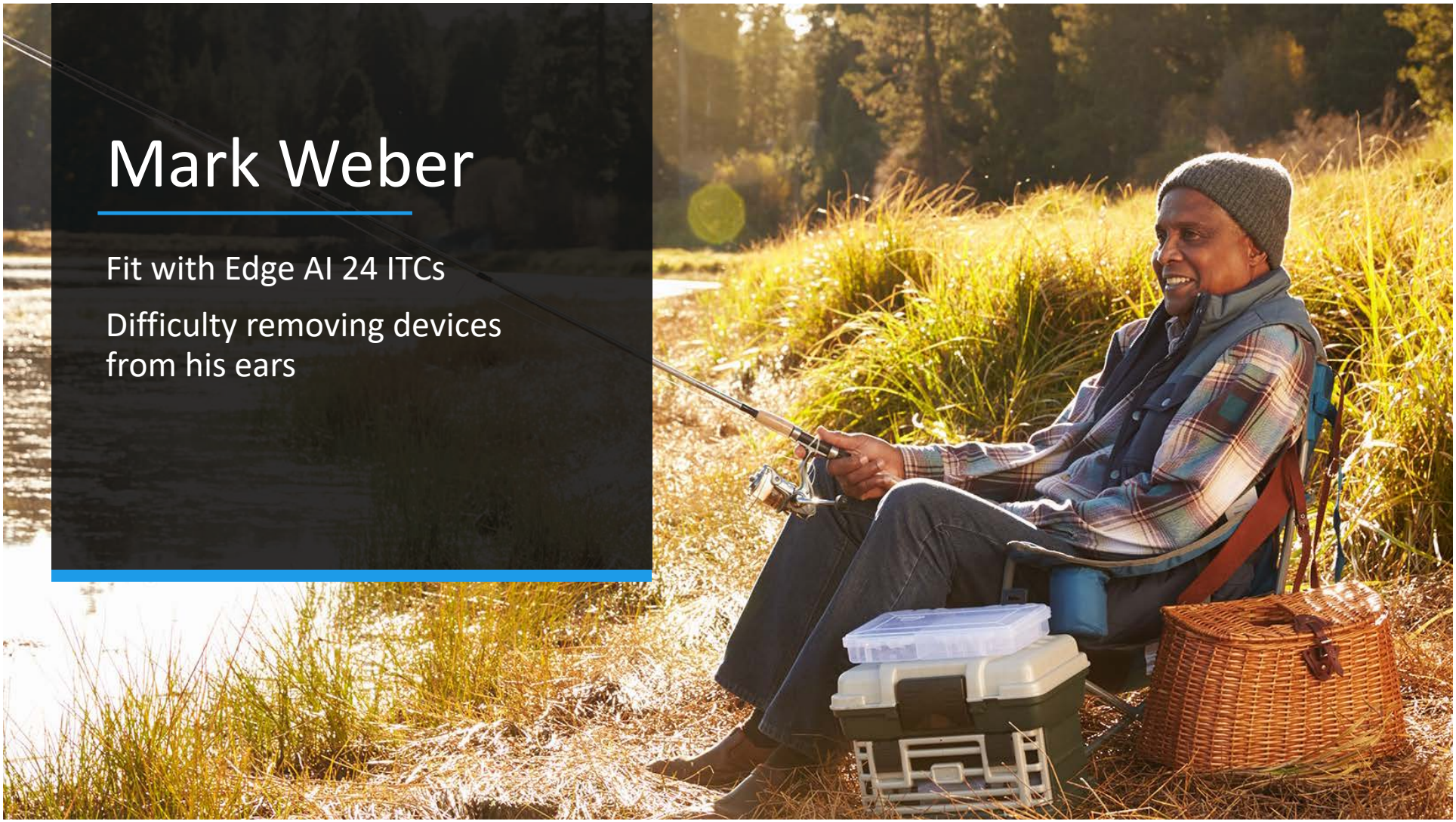
Modification Lab

Adding a Removal Notch - ITE

Mark Weber

Fit with Edge AI 24 ITCs

Difficulty removing devices from his ears



Modification Lab

Modify and Replace Removal Handle for Rechargeable Devices

Susan Johnson

Fit with Signature Series 16 CICs

Removal handle is loose

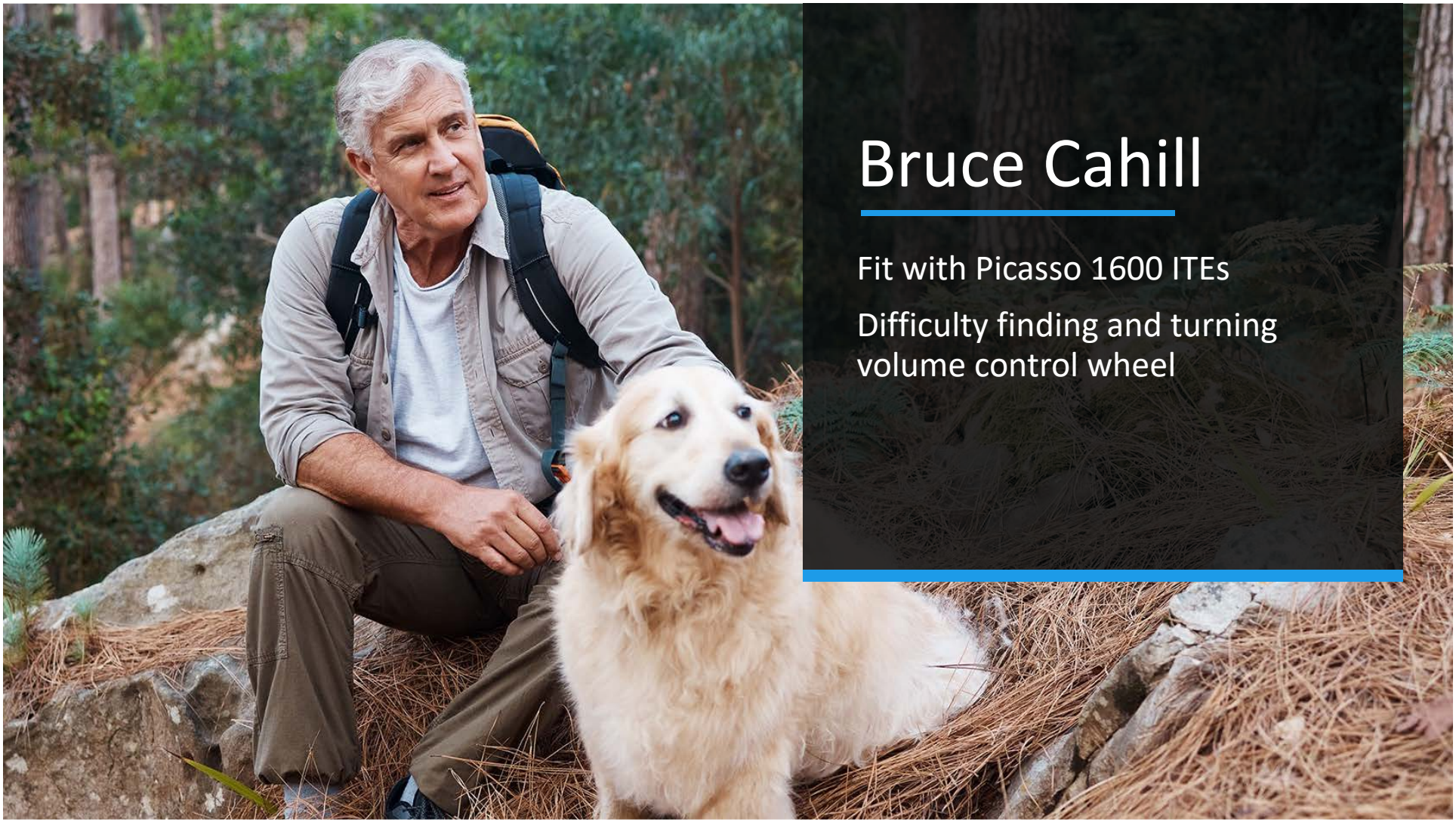
Modification Lab

Modify and Replace Removal Handle for Zinc-Air Device

Pro Tip

The removal handle on the Edge AI CIC 312 and Signature Series CIC R cannot change in length or be replaced due to antenna performance

The removal handle ball may be made bigger or smaller



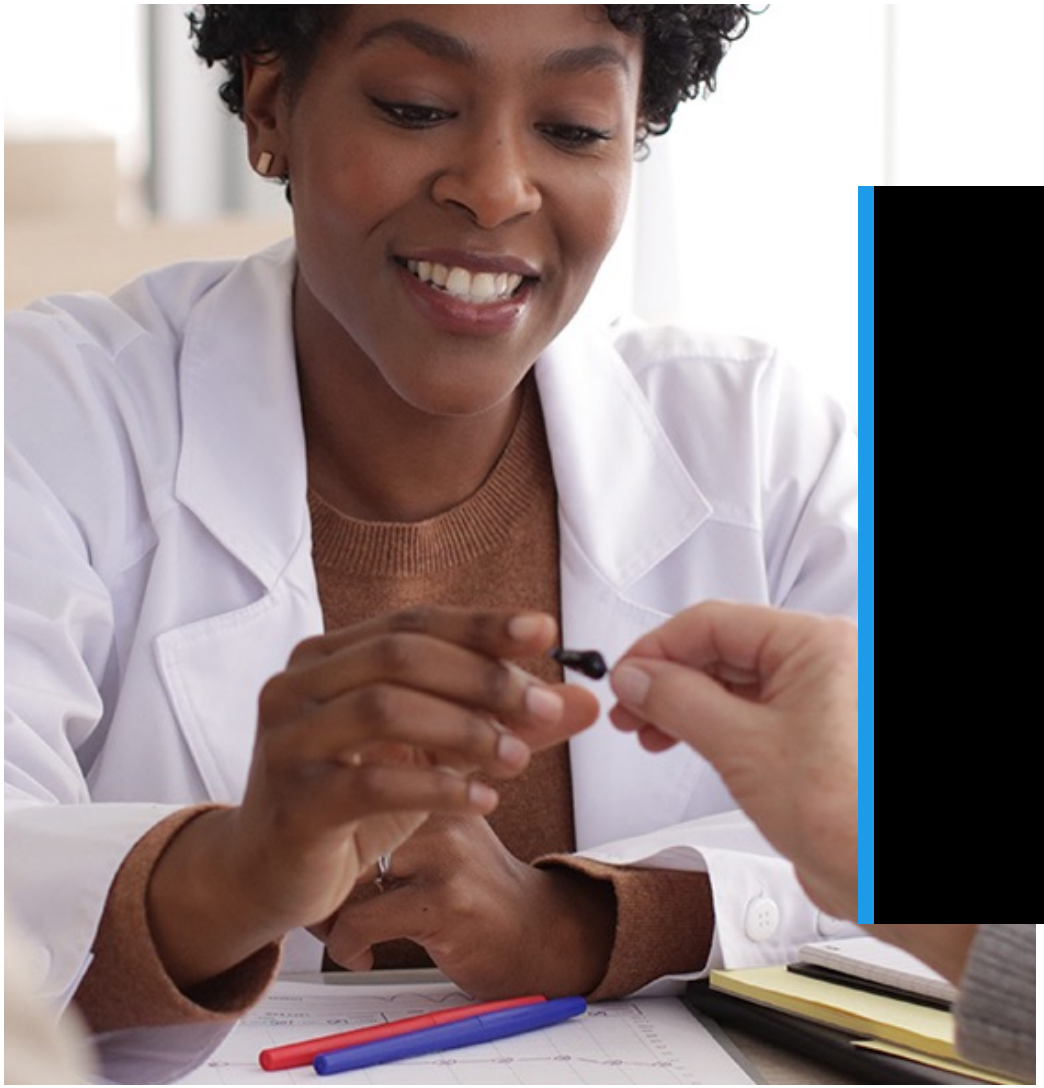
Bruce Cahill

Fit with Picasso 1600 ITEs

Difficulty finding and turning volume control wheel

Modification Lab

3W Extended Volume Control



Common Modifications

Tight fits

Difficult insertion

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Tight Fit and Difficult Insertion – ITE Helix

Occlusion Reduction

Difficult insertion

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Occlusion Reduction

Patching

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Patching a Vent

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Patching the Shell

Re-attaching a faceplate

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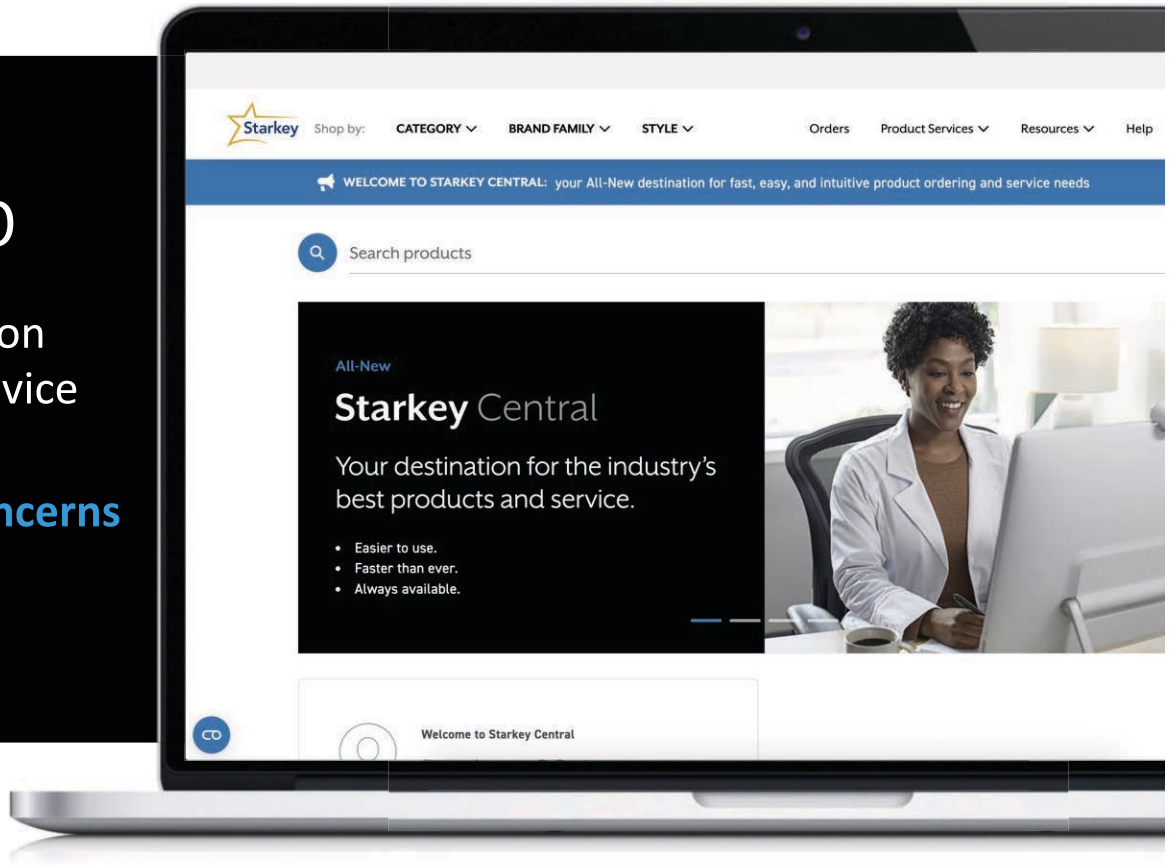
Reattaching the Faceplate

Happy to Help

Send in a new ear impression
with the original custom device

Add special requests or concerns
to Special Instructions



Resources

StarkeyPro.com

↳ Continue Learning

↳ Making an Impression

Hearing Aid Modification Guide

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Thank You