Navigating Ethical Decisions in Hearing Healthcare

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Key Takeaways

Key Takeaway	Clinical Implication
Ethics	Moral principles that govern a person's behavior or the conducting of an activity.
Personal vs. professional ethics	Personal ethics are what a person identifies with in everyday life; professional ethics are what a person MUST adhere to in their professional life.
Ethical dilemma	There must be different courses of action, an individual must decide which is best, and some ethical principle is compromised no matter which course is taken. There is no perfect solution.
Dilemma vs. conflict of interest	An ethical dilemma is a difficult choice between two courses of action that each transgress a moral principle; a conflict of interest is when the concerns or aims of two parties are incompatible.
Professional liability	Practicing as a hearing healthcare professional means immediately accepting professional liability and responsibility for upholding professional ethics.
Codes of ethics	Written, formal statements of what an organization expects in the way of ethical behavior. They support proper discharge of responsibilities to those served and protect the integrity of the profession.
Codes vs. laws	Codes and laws overlap on topics such as patient protection and billing issues, and differ on topics such as relationships with manufacturers (codes) and unlicensed practice (laws).
Complaints and sanctions	Complaints are reviewed by the Ethical Practice Committee, and sanctions depend on the severity of the noncompliance.
Speaking up	Repeat back and clarify, ask questions, and focus on the other person's best interest; do not forge ahead without a plan or make accusations.

Course Content

Learner Outcomes

- Compare the differences between laws and ethics
- Explain the purpose of an ethics protocol in a hearing healthcare practice
- Recognize potential ethical dilemmas

Ethics Foundations

Ethics	Definition
1	Moral principles that govern a person's behavior or the conducting of an activity. Example on the slide: "medical ethics also enter into the question"
2	The branch of knowledge that deals with moral principles. Example on the slide: "neither metaphysics nor ethics is the home of religion"

Q1 **Quiz Hint:** Ethics are the moral principles that govern a person's behavior or the conducting of an activity.

Personal Ethics

The ethics that a person identifies with in relation to people and situations that they deal with in everyday life.

- Integrity
- Honesty
- Loyalty
- Selflessness
- Fairness
- Self-respect

Professional Ethics

The ethics that a person MUST adhere to with regard to their interactions and business dealings in their professional life.

- Honesty
- Trustworthiness
- Respect for others
- Adherence to the law
- Avoiding harm to others
- Accountability

Ethical Dilemmas

What Is an Ethical Dilemma?

- There must be different courses of action to choose from.
- An individual must make a decision about which course of action is best.
- In an ethical dilemma, no matter what course of action is taken, some ethical principle is compromised. In other words, there is no perfect solution.

A Classic Personal Ethical Dilemma

Poll: What would you do in the "car ditch" scenario?

- Option A: Stop and offer OR call for help
- Option B: Keep going because you think help is already on the way

Ethical Dilemma vs. Conflict of Interest

Term	Description
Ethical Dilemma	A situation in which a difficult choice has to be made between two courses of action, either of which entails transgressing a moral principle. Example on the slide: "he is faced with an ethical dilemma: leave his post to help save his father's life, or follow his sense of duty"
Conflict of Interest	A situation in which the concerns or aims of two different parties are incompatible. Example on the slide: "the conflict of interest between elected officials and corporate lobbyists"

Q4 **Quiz Hint:** An ethical dilemma is a situation in which a difficult choice has to be made between two courses of action, either of which entails transgressing a moral principle.

> **Remember**
> If you practice as a hearing healthcare professional, you immediately accept professional liability and are responsible for upholding professional ethics.

Q5 **Quiz Hint:** A hearing healthcare professional immediately accepts professional liability and is responsible for upholding professional ethics.

Codes of Ethics

What Are Codes of Ethics?

Written, formal statements of what an organization expects in the way of ethical behavior.

Q2 **Quiz Hint:** Codes of ethics are written, formal statements of what an organization expects in the way of ethical behavior.

Why Are Codes of Ethics Important to a Profession?

- Proper discharge of audiologists' responsibilities to those served
- To protect the integrity of the profession

Organizations and State Codes

The slides present codes of ethics from the American Academy of Audiology (AAA), the American Speech-Language-Hearing Association (ASHA), and the International Hearing Society (IHS), along with State Codes of Ethics.

Related terms shown on the slides: Ethics, Values, Morals, Laws, and Policies.

Codes vs. Laws

Term	Definition
Laws	System of rules that a particular country or community recognizes as regulating the actions of its members and may be enforced by the imposition of penalties

Codes and Laws: Similarities

- Patient protection
- Maintenance of competency
- Professional relationships
- Impaired practice
- Conflict of interests
- Billing issues
- Reporting violations

Codes and Laws: Differences

Codes	Laws
Ethics related to students **Relationship to manufacturers** **Relationship to research**	Unlicensed practice Practicing outside the scope of licensure Convictions (post licensure)

Are You Facing an Ethical Dilemma?

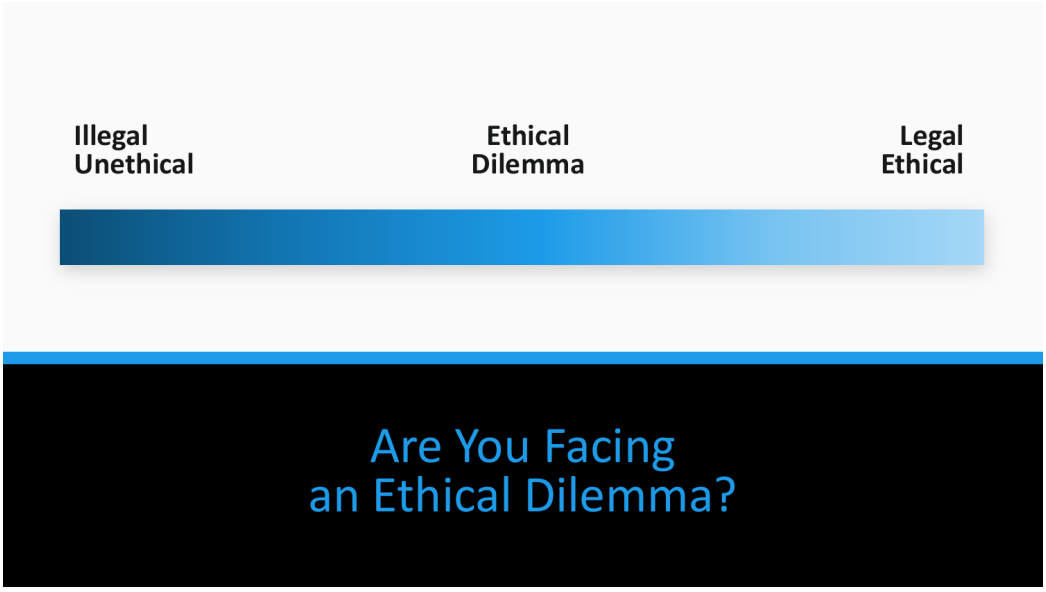


Figure 1. Spectrum from Illegal/Unethical through Ethical Dilemma to Legal/Ethical.

The slides advise: it's never too early to protect yourself.

Q3 **Quiz Hint:** The slides stress that it's never too early to protect yourself when facing an ethical dilemma, and one situation notes that you need to document how you determined a fee scale and its eligibility requirements.

Ethical Dilemma or Legal Issue?

Quid Pro Quo

A hearing professional rents office space from a physician and pays rent based on the number of referrals of Medicaid patients.

Slide answer: Federal Anti-Kickback Statute.

Confidentiality

- The patient signs the practice's confidentiality statement.
- The practitioner shares information with the buying group and manufacturer.
- The buying group sells the patient's contact information to a third party.
- As a result, the patient receives marketing literature from the third party and complains to the practitioner.

IHS: "The IHS member shall hold in professional confidence all information and records concerning a patient and use such data only for the benefit of the patient or as the law demands…." (Code of Ethics, IHS)

AAA: "Individuals shall not reveal to unauthorized persons any professional or personal information obtained for the person served professionally…" (AAA Code of Ethics)

Accepting Gifts

You're at the national conference for hearing healthcare professionals. In the exhibit hall, a technology manufacturer is offering a voucher for a free flight (up to $350 value) for attendees who purchase a specific amount of product today. You are considering whether to do this since you use their product anyway.

AAA: "Acceptance of gifts in excess of $50 by a member of the American Academy of Audiology from any company that manufactures or supplies products that he or she professionally uses or recommends, may compromise, or give the appearance of compromising, the audiologist's ability to make ethical decisions, and should be avoided." (AAA Code of Ethics)

Research

A hearing professional is offered $5,000 by a manufacturer to work as a consultant, conducting research on the effectiveness of a new noise management algorithm. The hearing professional doesn't reveal in presentations and publications that they were paid by the manufacturer.

AAA: "Individuals shall inform colleagues and the public in an objective manner consistent with professional standards about products and services they have developed or research they have conducted and for which they have accepted payment…" (AAA Code of Ethics)

Ethical, Legal, or Moral Situations

Situation 1

I am creating a website for my audiology practice. Can I post testimonials and laudatory comments from my patients on the site to market my practice?

Responses shown on the slide:

- As long as you have patient consent to use their comments, I don't see an issue
- Yes, if the patient has provided consent
- I would think it's ethical as long as you have the patient's permission
- You need to get written consent from your patients and you can only share what they are willing to allow you to share

Situation 2

I have a private practice. Can I establish a sliding fee scale to help patients from low-income families afford my services while maintaining my regular fee structure for all other patients? Someone suggested that this would be discriminatory?

Responses shown on the slide:

- I think this is discriminatory, there are other agencies who will allow for funding for low-income families as long as they meet specific criteria
- Yes to the sliding fee schedule; however, you need to document how you determined the fee scale and eligibility requirements (e.g. patients without insurance, income, etc.)
- I don't know that it is "unethical" by definition, but it IS discriminatory. So, I would not choose to do so
- This is a discriminatory practice unless a process is set in place

Situation 3

Can I refuse to provide a patient's file and records to another provider or doctor until the patient has first fully paid his bill for my services? I don't think I will get paid otherwise.

Responses shown on the slide:

- I would not withhold a client's file, this is unethical and you are required to provide records as long as the patient has signed the appropriate forms
- You cannot withhold records from the patient, their designated representative, or from a treating physician who has provided an authorization for records even if the patient has an outstanding balance
- No, they are separate issues and you can't withhold someone's "medical records"
- The rule is you must provide records to the patient and/or doctors in a timely manner and you can only charge an appropriate fee for time, etc.

Situation 4

One of my patients has asked me if I would go out on a date with him. I think that may be a problem, but I don't know. He's nice and I am attracted to him. Yikes, I don't know what to do!

Responses shown on the slide:

- If there is no rule from your office explicitly saying don't date patients, I don't see a problem with dating him
- I think it's unethical to date a patient you are actively caring for
- I don't think in terms of our profession it would be unethical like it would be with therapy
- It's really a matter of how you look at the situation

Case Studies in Audiology Ethics

Each case study lists the response options shown on the slides, followed by the related statements from the AAA, ASHA, and IHS codes.

Case Study 1

Front Staff asks you to see an adult patient with severe cognitive impairment. Patient is non-verbal, non-communicative and has a history of cerumen blockage and external otitis media. As a seasoned clinician, you know this will be a "difficult" patient.

What would you do?

- Option A: Tell Front Staff to postpone the appointment time in hopes that the patient will go elsewhere
- Option B: Tell Front Staff to allow extra time for the appointment
- Option C: Refuse to see the patient

AAA	ASHA	IHS
Members shall provide professional services and conduct research with honesty and compassion, and shall respect the dignity, worth, and rights of those served *Code of Ethics Rule 1:a*	Individuals shall honor their responsibility to hold paramount the welfare of persons they serve professionally *Principle of Ethics 1*	The IHS member shall not delay furnishing care to patients served professionally, without just cause *Code of Ethics Section I:h*

Case Study 2

You work in an adult-only clinic and someone calls to ask if you can test their 2 year old. You have no experience testing children.

What would you do?

- Option A: Use your clinical knowledge to "wing it" (after all, how hard could it be?)
- Option B: Refer the patient to a pediatric clinic
- Option C: Schedule the appointment and then use your own child to practice on before the appointment

AAA	ASHA	IHS
Members shall maintain the highest standards of professional competence in rendering services *Code of Ethics Principle 2*	Individuals shall use every resource, including referral and/or interprofessional collaboration when appropriate, to ensure that quality service is provided *Principle of Ethics 1:b*	The IHS member shall utilize all resources available, including referral to other specialists as needed *Code of Ethics Section I:b*

Case Study 3

Daughter is asking for information about her mother's (your patient) hearing aid fitting. You have no signed document allowing you to share ANY information with anyone other than the patient.

What would you do?

- Option A: Refuse to speak with the daughter
- Option B: Ask the daughter to bring back a signed authorization to share the patient's information
- Option C: Ask the daughter to elaborate on why she needs the information and make an informed decision from there

AAA	ASHA	IHS
Members shall maintain the confidentiality of the information and records of those receiving services or involved in research *Code of Ethics Principle 3*	Individuals shall protect the confidentiality and security of records of professional services provided, research and scholarly activities conducted, and products dispensed *Principle of Ethics 1:o*	The IHS member shall hold in professional confidence all information and professional records concerning a patient and use such data only for the benefit of the patient or as the law demands *Code of Ethics Section I:d*

Case Study 4

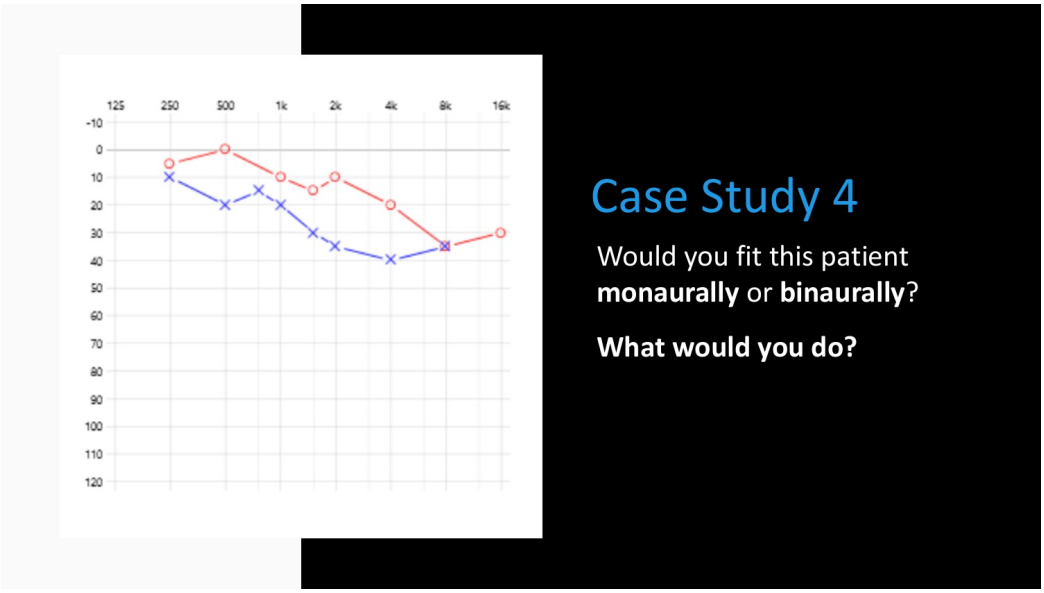


Figure 2. Audiogram presented in Case Study 4.

Would you fit this patient monaurally or binaurally? What would you do?

AAA	ASHA	IHS
Members shall provide only services and products that are in the best interest of those served *Code of Ethics Principle 4*	Individuals who hold the Certificate of Clinical Competence shall evaluate the effectiveness of services provided, technology employed, and products dispensed, and they shall provide services or dispense products only when benefit can reasonably be expected *Principle of Ethics 1:k*	Individuals who hold the Certificate of Clinical Competence shall evaluate the effectiveness of services provided, technology employed, and products dispensed, and they shall provide services or dispense products only when benefit can reasonably be expected *Principle of Ethics 1:k*

Case Study 5

You notice that the Marketing department has mistakenly printed your name as Jane Doe, PhD, Audiologist. You are an AuD, MA or HIS! What do you do? It's not YOUR mistake, it's the Marketing Department's mistake.

What would you do?

- Option A: Leave it alone (it will be expensive to change it)
- Option B: Contact the marketing department and ask them to change it for the next run of advertising
- Option C: Insist that changes be made to advertising immediately

AAA	ASHA	IHS
Individuals shall not misrepresent their educational degrees, training, credentials, or competence Only degrees earned from regionally accredited institutions in which training was obtained in audiology, or a directly related discipline, may be used in public statements concerning professional services *Code of Ethics Principle 6:a*	Individuals shall not misrepresent their credentials, competence, education, training, experience, and scholarly contributions *Principle of Ethics 3:a*	It shall be unethical to use such terms or any abbreviation of such terms as doctor, physician, otologist, board certified in hearing instrument sciences, audioprosthologist, clinical audiologist, medical audiologist, research audiologist, industrial audiologist, or any other title/abbreviation when such is not fact When holding a doctorate or other degree from a profession other than hearing sciences, delineation of such credential shall be required *Code of Ethics Section 5:b*

Case Study 6

A clinician is married to a sales representative for We-R-Ears. She ONLY sells We-R-Ears hearing instruments to boost her spouse's income. As a favor, she asks her colleague to do the same.

What would you do?

- Option A: Grant the favor and sell only We-R-Ears products
- Option B: Make We-R-Ears your primary line of product but use other manufacturers for niche products
- Option C: Offer We-R-Ears as a product offering only when appropriate for the patient's needs
- Option D: Avoid selling We-R-Ears products in an effort to avoid a potential breach of Ethics on your part

AAA	ASHA	IHS
Individuals shall not limit the delivery of professional services on any basis that is unjustifiable or irrelevant to the need for the potential benefit from such services *Code of Ethics Principle 1:a*	Individuals shall use every resource… to ensure that quality service is provided *Principle of Ethics 1:b*	He/she shall not agree to practice under terms or conditions which tend to interfere with or impair the proper exercise of his/her professional judgment and skill, which tend to cause a deterioration of the quality of his/her service, or which require him/her to consent to unethical conduct *Code of Ethics Section 1:e*

Case Study 7

A patient confides in you that her friend had gotten hearing aids from Mr. Jones, of XYZ Hearing Aids, and was displeased with them. She had heard that Mr. Jones had been reported to the State License Board and wants to know what you have heard about that practice. You have heard rumors about Mr. Jones's practice but have not had any dealings with him personally.

What would you do?

- Option A: Relay information to your patient that you KNOW to be factual
- Option B: Refer your patient and her friend to the State Board website
- Option C: Tell your patient that you are not at liberty to discuss a fellow professional

AAA	ASHA	IHS
Not specifically mentioned *Code of Ethics Principle 2*	Individuals shall not engage in any form of conduct that adversely reflects on the professions or on the individual's fitness to serve persons professionally *Principle of Ethics IV:d*	The IHS member shall not pursue any course of action that may be harmful or detrimental to the Society, its members, or the public we serve *Code of Ethics Section 2:b*

Management of Alleged Noncompliance

Code of Ethics procedures for management of alleged noncompliance:

AAA	ASHA	IHS
Individuals shall inform the Ethical Practices Committee when there are reasons to believe that a member of the Academy may have been in noncompliance with the Code of Ethics *Code of Ethics Principle 8:c*	Individuals with evidence that the Code of Ethics may have been violated have the responsibility… to inform the Board of Ethics through its established procedures *Principle of Ethics IV:m*	In the event it appears that an IHS member is in violation of this Code, fellow IHS members are encouraged to report circumstances to IHS *Code of Ethics Section 2:a*

Complaint Process

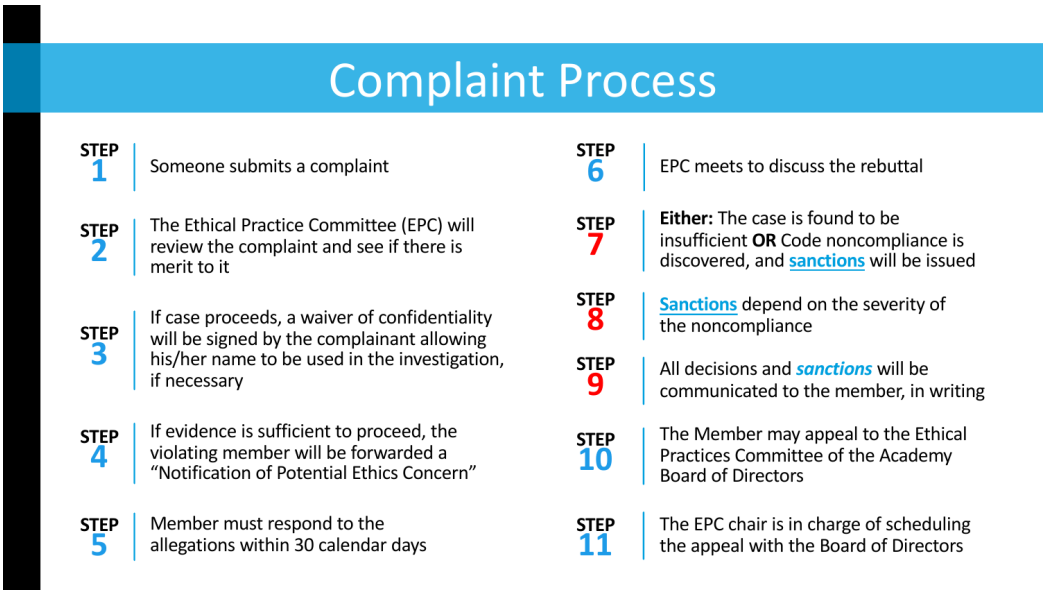


Figure 3. The 11-step Complaint Process.

Sanctions

Term	Definition
Sanction	A threatened penalty for disobeying a law or rule Example on the slide: "a range of sanctions aimed at deterring insider abuse"

Possible Sanctions

Source	Possible sanctions
Employer	Verbal Warning Written Warning Suspension without pay Termination
Texas State Board (TDLR)	Warning Revocation of Licensure Fines up to $5000 (depending on severity of violation)
Professional Organizations	Educative letter Mandatory Continuing Education Revocation of membership

Example Documented Violations and Sanctions

Example 1	Details
Rationale	Received a felony conviction in the U.S. District Court for the Eastern District of Virginia, Richmond Division, of One count of theft of public money, for accepting disability benefits while failing to report her income. Failed to respond to correspondence from ASHA Ethics regarding the complaint of alleged violation.
Code (2010r)	IV, IV-A, IV-C, IV-N
Sanction	Withholding of membership and certification for 24 month effective August 17, 2018

Example 2	Details
Rationale	Pled guilty in Florida criminal court to the felony of fraud in his practice of hearing aid sales, including falsifying sales contracts and misrepresenting products dispensed; convicted in Florida criminal court for diverting patient payments to a personal account; denied in writing to the ASHA Board of Ethics that he had been convicted of any offense and had withheld relevant criminal court documents; and failed to self-report his conviction in Florida criminal court to ASHA Standards & Ethics.
Code (2010r)	I, I-Q, III, III-B, III-D, III-G, IV, IV-D, IV-E, IV-P, IV-Q, IV-R, IV-S
Sanction	Withholding of membership and certification for 5 years effective December 5, 2019

Example 3	Details
Rationale	Convicted of a misdemeanor in the first degree for possession of heroin in Ohio and provided false information regarding these charges to the Ohio Board of Speech-Language Pathology and Audiology; failed to self-report the misdemeanor conviction or the professional discipline she received from the Ohio Board to ASHA Standards and Ethics; and failed to respond to correspondence from ASHA Ethics regarding the complaint of alleged violation.
Code (2010r)	IV, IV-D, IV-E, IV-P, IV-S, IV-T
Sanction	Withholding of membership and certification for 5 years effective August 17, 2018

Speaking Up

What to Do When in Doubt About Whether a Violation Has Occurred

- Repeat back and clarify
- Ask questions
- Focus on the other person's best interest
- Suggest an alternative course of action
- Escalate
- Blow the whistle
- Leave, if necessary

Do's and Don'ts for Speaking Up

Do	Don't
Question your assumptions **Gain perspective** **Have a conversation**	Forge ahead without a plan Make accusations

To Learn More

American Academy of Audiology: https://www.audiology.org/
American Speech and Hearing Association: https://www.asha.org/
International Hearing Society: http://ihsinfo.org/IhsV2/Home/Index.cfm
For additional examples of Ethics complaints: https://www.asha.org/practice/ethics/ethics-inquiries/

> **Conclusion**
> If you practice as a hearing healthcare professional, you immediately accept professional liability and are responsible for upholding professional ethics.

Interactive Worksheet

Navigating Ethical Decisions in Hearing Healthcare

Presenter: Marjorie Klaskin, Au.D., Education and Training Audiologist

Profession: Audiology Course/Event ID: 42557

Date:	Click here to enter text.

Click any box to type your response. Checkbox fields are best completed in desktop Word; each checkbox also has a printed label so the worksheet remains usable if a checkbox does not respond.

Learning Objectives

1. Compare the differences between laws and ethics
2. Explain the purpose of an ethics protocol in a hearing healthcare practice
3. Recognize potential ethical dilemmas

Module 1: Ethics Foundations and Ethical Dilemmas

Connects to Learning Objectives 1 and 3.

Key Terms

In your own words, define each term.

Term	Your definition
Ethics	Click here to enter text.
Personal ethics	Click here to enter text.
Professional ethics	Click here to enter text.
Ethical dilemma	Click here to enter text.

Term	Your definition
Conflict of interest	Click here to enter text.

Guided Notes

The three conditions of an ethical dilemma are:

Condition 1	Condition 2	Condition 3
Click here to enter text.	Click here to enter text.	Click here to enter text.

Explain how an ethical dilemma differs from a conflict of interest:

Click here to enter text.

Quick Check

Check one box for each item.

1. Ethics are moral principles that govern a person's behavior or the conducting of an activity.

   ☐True ☐False

2. In an ethical dilemma, there is usually one perfect solution.

   ☐True ☐False

3. A situation in which the concerns or aims of two different parties are incompatible is called a:

   ☐A. Ethical dilemma

   ☐B. Conflict of interest

   ☐C. Sanction

   ☐D. Code of ethics

Pause & Apply

If I face a situation where every available course of action compromises an ethical principle, then I will...

Click here to enter text.

Module 2: Codes of Ethics and Laws

Connects to Learning Objectives 1 and 2.

Window Pane Summary: Codes vs. Laws

Complete each pane using what you learned in this module.

Codes of ethics: what they are and why they matter Click here to enter text.	**Laws: what they are** Click here to enter text.
Where codes and laws overlap Click here to enter text.	**Where codes and laws differ** Click here to enter text.

Matching

Write the letter of the matching definition in the blank next to each term.

Answer	Term	Definition
Click here to enter text.	1. Code of ethics	A. A threatened penalty for disobeying a law or rule
Click here to enter text.	2. Laws	B. The ethics that a person MUST adhere to with regard to their interactions and business dealings in their professional life

Answer	Term	Definition
Click here to enter text.	3. Sanction	C. Written, formal statements of what an organization expects in the way of ethical behavior
Click here to enter text.	4. Conflict of interest	D. A situation in which the concerns or aims of two different parties are incompatible
Click here to enter text.	5. Professional ethics	E. System of rules that a particular country or community recognizes as regulating the actions of its members and may be enforced by the imposition of penalties

Pause & Apply

If I am unsure whether a situation is an ethical dilemma or a legal issue, then I will...

Click here to enter text.

Module 3: Applying Ethics and Speaking Up

Connects to Learning Objectives 2 and 3.

Unfolding Case: A Request for Information

Daughter is asking for information about her mother's (your patient) hearing aid fitting. You have no signed document allowing you to share ANY information with anyone other than the patient.

Part 1: Introduction

What ethical issues do you notice first? Which ethical principles are involved?

Click here to enter text.

Part 2: The Codes

Review the confidentiality statements from the AAA, ASHA, and IHS codes in the Course Content. Which statement(s) apply here, and what do they require of you?

Click here to enter text.

Part 3: Weighing the Options

Three options were presented: (A) Refuse to speak with the daughter; (B) Ask the daughter to bring back a signed authorization to share the patient's information; (C) Ask the daughter to elaborate on why she needs the information and make an informed decision from there. Compare the options in light of the codes.

Click here to enter text.

Part 4: Application

State your decision and the steps you would take, including how you would speak with the daughter. Which ethical principle might still be compromised?

Click here to enter text.

Sequencing: The Complaint Process

Number these steps in the order they occur, 1 through 5.

Step number	Step
Click here to enter text.	Member must respond to the allegations within 30 calendar days
Click here to enter text.	Someone submits a complaint
Click here to enter text.	If evidence is sufficient to proceed, the violating member is forwarded a "Notification of Potential Ethics Concern"
Click here to enter text.	The Ethical Practice Committee (EPC) reviews the complaint and sees if there is merit to it
Click here to enter text.	If the case proceeds, a waiver of confidentiality is signed by the complainant allowing his/her name to be used in the investigation, if necessary

Clinical Reference Tool: Speaking Up Checklist

When in doubt about whether a violation has occurred, work through these actions from the course. Check each one you have considered and note how you would apply it.

Action	Status	How I would apply it
Repeat back and clarify	☐ Considered	Click here to enter text.

Action	Status	How I would apply it
Ask questions	☐ Considered	Click here to enter text.
Focus on the other person's best interest	☐ Considered	Click here to enter text.
Suggest an alternative course of action	☐ Considered	Click here to enter text.
Escalate	☐ Considered	Click here to enter text.
Blow the whistle	☐ Considered	Click here to enter text.
Leave, if necessary	☐ Considered	Click here to enter text.

This tool is for clinical reference only. Always follow your facility's protocols.

Post-Course Reflection

What was the most significant thing you learned today that surprised you or challenged your existing practice?

Click here to enter text.

What knowledge gaps did this course reveal in your own skills or knowledge?

Click here to enter text.

Describe a specific patient or client from your own practice where you would apply something from this course:

Click here to enter text.

What is one thing you will do differently in your practice next week as a result of this course?

Click here to enter text.

Action Plan

Identify at least 2 specific, measurable changes you plan to make to your clinical practice as a direct result of this course. Use the If-Then format where possible: "If I encounter [situation X], then I will [action Y]." This is more useful than "I will improve my practice."

My Action Plan Goal	Target Date	How I Will Measure Success
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.

Notes

Quiz Summary

The following quiz hints appeared throughout the course content. Use this section as a quick study reference.

Q1	**Quiz Hint:** Ethics are the moral principles that govern a person's behavior or the conducting of an activity.
Q2	**Quiz Hint:** Codes of ethics are written, formal statements of what an organization expects in the way of ethical behavior.
Q3	**Quiz Hint:** The slides stress that it's never too early to protect yourself when facing an ethical dilemma, and one situation notes that you need to document how you determined a fee scale and its eligibility requirements.
Q4	**Quiz Hint:** An ethical dilemma is a situation in which a difficult choice has to be made between two courses of action, either of which entails transgressing a moral principle.
Q5	**Quiz Hint:** A hearing healthcare professional immediately accepts professional liability and is responsible for upholding professional ethics.

Additional Information

Presenter Bio

Marjorie Klaskin graduated with her master's degree in Audiology from Hofstra University in 1995 and earned her Au.D. from Arizona School of Health Sciences in 2010. She spent many years as a clinical audiologist, including working for private ENT clinics, private audiology practices, and a large teaching hospital in New York City. In 2017 she became a trainer for a retail hearing aid company. In 2019 she joined Starkey as a regional business manager for their Audibel network and in January 2022 she joined the Education and Training Department.

Presenter Disclosure

Financial: Marjorie Klaskin is a Starkey employee.

Non financial: Marjorie Klaskin has no relevant non-financial relationships to disclose.

This learning event does not focus exclusively on any specific product or service.

Additional Information (continued)

Handout Information

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Social Workers
For additional information regarding standards and indicators for cultural competence, please review the NASW resource: Standards and Indicators for Cultural Competence in Social Work Practice

Need Help?
Select the "Help" option in the member dashboard to access FAQs or contact us.

Limitations/Risks

- 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.

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