

**Patient
Information**

Lost hearing aid charges

Introduction

This leaflet explains the charges that may apply if you lose or damage your hearing aid(s).

Charges

There will be an administrative charge of £70 for each hearing aid that is lost and/or damaged through neglect. This applies to all hearing aids issued to an adult patient.

Patients with Bone Anchored Hearing Aids (BAHAs) that are lost or damaged through neglect will need to meet the full replacement costs of the aid.

These charges apply to all adult hearing aid users who lose or damage their hearing aid through neglect.

Examples of neglect

- Exposure to excess moisture from showers, baths, swimming or if worn in the rain
- Damage from domestic appliances such as washing machines, microwaves or ovens
- Tampering by patient/carer such as gluing parts of the hearing aid together or inserting the battery incorrectly which can damage the hearing aid
- Marks of damage through neglect or poor storage such as rust, grime, melted casing and teeth marks
- Poor or incorrect cleaning of the hearing aid or mould that causes lasting damage

Exclusion criteria

You will not have to pay the charge if you meet any of the following if:

- you are under 18 years of age
- you are in receipt of any of the following (Evidence will be required):
 - Income support
 - Income-Based Job Seekers Allowance
 - Pension credit guaranteed
 - Working tax credit

Reference No.

GHP11304_05_18

Department

Hearing Services

Review due

May 2021

Patient Information

- NHS Tax Credit Exemption
- War disablement pensioners (wo have a hearing-related disability pension)
- you or your partner hold a current HC2 or HC3 certificate
- you are registered Sight Impaired or Severely Sight Impaired and have lost/damaged your hearing aid in a road traffic accident (Police incident number required)
- you have learning difficulties and live alone
- you live alone and have conditions that affect ability to care for the aid (dementia/very poor use of your hands)
- your hearing aid has been stolen (Police incident number needed)
- you have been fitted with a hearing aid from another county

All exclusion cases will be assessed by a panel of 2 staff members and the Head of Hearing Services.

If you do not meet the exclusion criteria above but have evidence that you think means you do not need to pay please let the Hearing Services staff know. The manager may then review the charge.

In the case of children that attend with repeated loss or damaged hearing aids, a Paediatric Panel will make a decision on the best course of action. This is in order to minimise any impact to the child's wellbeing and development.

Contact information

Hearing Services

Gloucestershire Royal Hospital
Great Western Road
Gloucester
GL1 3NN
Tel: 0300 422 4512

Monday to Friday, 8:00am to 4:30 pm
Email: ghn-tr.hearing.services@nhs.net
Fax: 03004 228450
Text Phone: 03004 228466

Content reviewed: May 2018