

STATE OF UTAH
DEPARTMENT OF COMMERCE
DIVISION OF OCCUPATIONAL AND PROFESSIONAL LICENSING



Hearing Aid Facts

Before Purchasing

Before purchasing a hearing aid, a medical evaluation by a licensed physician is recommended to identify medical conditions that might require treatment. The physician may then refer you to a licensed audiologist or licensed hearing instrument specialist who will test your hearing.

If your hearing loss has not been evaluated by a physician, the hearing instrument specialist must provide you with a document informing you that a hearing instrument specialist or hearing instrument intern shall not sell you a hearing aid unless you have presented to the hearing instrument specialist or hearing instrument intern a written statement signed by a licensed physician that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The medical evaluation must have taken place within the preceding 6 months.

If you are 18 years of age or older, a hearing instrument specialist or hearing instrument intern may afford you an opportunity to waive the medical evaluation requirement provided that the hearing instrument specialist or hearing instrument intern:

- (i) Informed you that the exercise of the waiver is not your best health interest;
- (ii) Does not in any way actively encourage you to waive such a medical evaluation; and
- (iii) Affords you the opportunity to sign the following statement:

Medical Examination Waiver

I have been advised by _____ (*hearing instrument specialist or hearing instrument intern's name*) that the Food and Drug Administration has determined that my best health interest would be served if I had a medical evaluation by a licensed physician (*preferably a physician who specializes in diseases of the ear*) before purchasing a hearing aid. I do not wish a medical evaluation before purchasing a hearing aid.

A hearing aid only amplifies sound; it will not restore hearing or prevent further hearing loss. Not all hearing problems can be helped by hearing aids. Some hearing problems can and should be treated medically.

Signed: _____

Date of Signature: ___/___/___

While Shopping

Hearing aids are sold by a hearing instrument specialist or hearing instrument intern." **In the State of Utah, every hearing instrument specialist or hearing instrument intern is required to be licensed.** Licenses must be renewed every two years. All licensed hearing instrument specialist or hearing instrument interns are issued a license by the Division of Occupational and Professional Licensing. Ask the hearing instrument specialist or hearing instrument intern to see their license.

Don't make your decision hastily or be pressured into purchasing a device. Take your time.

Check with more than one hearing instrument specialist or hearing instrument intern. Shop around and compare prices and services offered by other hearing instrument specialist or hearing instrument interns and audiologists. The difference in price and services can be very significant. A costly hearing device is not necessarily a more effective one.

Once you have made a decision to buy, your individual contract should include:

- The name brand and type of hearing device you are being sold, and the agreement must be signed by both the dealer and the buyer. If the device you are purchasing is used or reconditioned, the purchase agreement must also indicate these conditions.
- Any licensed person who sells a hearing aid to a consumer shall provide a written receipt or written contract to the consumer. The written receipt or contract shall provide the consumer with a **30-day right to cancel the purchase** if the consumer finds that the hearing aid does not function adequately for the consumer and to obtain a refund if the consumer returns the hearing aid to the seller in the same condition, ordinary wear and tear excluded, as when purchased. The written receipt or contract shall notify the consumer of the 30-day right to cancel in at least ten point type.
- The 30-day right to cancel shall commence from either the date the hearing aid is originally delivered to the consumer or the date the written receipt or contract is delivered to the consumer, whichever is later. The **30-day period shall be tolled for any period during which the hearing aid seller, dealer, or fitter has possession or control of the hearing aid after its original delivery.**

Service Work or Repairs and Warranties

Ask what kinds of follow-up service will be provided and what the charges will be for service calls. If there is an expiration date for free service, make sure your receipt accurately reflects this information. Ask the dispenser to break down all the costs on your purchase agreement. In this way, you can be sure how much of the purchase price is for the device and how much is applied to future service costs.

Ask about warranties. Find out the hearing instrument specialist or hearing instrument intern's policy for repair work. Just because the hearing instrument specialist or hearing instrument intern came to your home for the sale, do not assume that service calls will also be done at your home. If service is to be provided at the hearing instrument specialist or hearing instrument intern's office only, it is wise to factor this into your decision. Save all receipts, cancelled checks, warranties, contracts, etc. for future reference

Buying a hearing aid is a significant investment for most people. If your hearing aid is not satisfactory for any reason, contact the hearing instrument specialist or hearing instrument intern immediately. If you suspect that your hearing instrument specialist or hearing instrument intern is not providing you with the goods or services you purchased, contact Division of Occupational and Professional Licensing at (801) 530-6495. The Division will advise you in the proper method of registering a complaint.