

Audiology FAQ

Dealing with Hearing Aid Questions and Issues During COVID-19

Q: My hearing aid isn't working right. What should I do?

A: Check to make sure your hearing aids are thoroughly cleaned. Be sure no wax is lodged in the dome, change your wax guard, and brush debris out of the microphone ports on the back of the aids. Charge devices or insert a fresh battery.

Q: I have tried everything I can think of and my hearing aid still won't work. I need an Audiologist. What do I do?

A: We have provided a no-contact hearing aid drop-off service at our Hagerstown office location. There is a basket in the hallway outside the glass front door with envelopes and a form with required information.

Please fill out the form to the best of your ability, drop the hearing aid in the envelope, and leave it in the basket between the hours of 8AM and 4 PM Monday through Friday. We will service your device(s) and call you with questions. After a diagnosis of the problem is made, we will provide you with a timeline for repair, and either allow for a no-contact pick-up or mail your repaired device to you.

Q: I need an adjustment to my hearing aid programming. Is there a way to do that remotely?

A: There may be ways we can access the programming of your hearing aids remotely (online) if you use a phone app with your devices. Please call the office to see if your hearing aids can utilize this technology.

Q: I have questions and would prefer to speak to my Audiologist. Can I still call?

A: Yes, of course. Your Audiology team is still hard at work for you, often working from home to help our patients through this difficult time. You can call the office anytime and someone will reach out to you.

Q: I have a problem that requires face-to-face interaction (ie. Unsure how to clean domes or change a wax guard, connectivity issues with a phone or app, etc). What can I do?

A: You can call the office and ask for a telehealth appointment with an Audiologist. You can do this from a mobile phone or a PC with a camera. You'll be provided with a link to a secure virtual video chat room where you can converse with your audiologist face-to-face.

Didn't see an answer to your question? Please feel free to call us at (301) 739-0400.