



Your VA Hearing Aid

How to Contact Us:

Appointments are REQUIRED for all visits.

You can schedule an appointment for any Audiology location by calling our central scheduling line Monday through Friday 8:00 a.m. to 4:00 p.m.

1-800-949-1004 ext. 55712 or 503-721-1434

You can also send us questions about your hearing health care over secure messaging by selecting “Audiology” in the MyHealthVet drop down menu.

Locations	
<p>Salem VA Community Based Outpatient Clinic (CBOC) 1750 McGilchrist St. SE., Suite 130 Salem, OR 97302</p>	<p>Hillsboro VA Community Based Outpatient Clinic (CBOC) 1925 Amberglen Parkway, 3rd Floor Hillsboro, OR 97006</p>
<p>Vancouver VA Medical Center 1601 E. Fourth Plain Blvd. Vancouver, WA 98661</p>	<p>Bend VA Community Based Outpatient Clinic (CBOC) 2650 NE Courtney Dr. Bend, OR 97701</p>
<p>Portland VA Health Care System 3710 SW US Veterans Hospital Road Mail code: P5 AUD Portland, OR 97239</p>	

Hearing Aid Safety and Care

Protect your hearing aids. Keep them away from water, out of extreme temperatures, and avoid contact with hairspray. Avoid dropping your hearing aids on hard surfaces. When you are not using your hearing aids, store them in the hearing aid case with the battery door open.

Keep hearing aids and batteries away from pets and children. They can destroy your hearing aids. Batteries are toxic if eaten.

If you or a family member swallows a battery, contact your physician or immediately call the **National Button Battery Ingestion Hotline (202) 625-3333** or the **Poison Center (800) 222-1222**. This number is listed on the back of every battery packet.

Store batteries in a cool/dry/safe place. Do not store batteries in a refrigerator. Be sure and carry extra batteries with you in the carrying pouch.

Do not carry batteries loosely with other metal objects.

Frequently Asked Questions

How do I tell my hearing aids apart?

Red Right: Your right hearing aid has red writing or a red color chip on it. Blue Left: the left aid has blue writing or a blue color chip on it.

How often should I change the batteries?

When you hear the low battery indicator tones from your hearing aid, it's time to change the battery. Often, a new battery will last about a week, but this can vary based on your degree of hearing loss, hours of hearing aid use, and use of remote controls or streaming devices.

How do I clean my hearing aids?

Clean your hearing aids every day. You can use a soft cloth or a tissue to wipe off the body of the hearing aid – **do not use water, soap or chemical cleaners on your hearing aids.** You may use the brush that came with your hearing aids to clean off the microphones and remove any wax or debris. If you have wax filters, you should brush them off daily. Replace the wax filters if they look clogged, or once a month.

Frequently Asked Questions (Continued)

What should I do with my hearing aids at night?

Before you go to sleep, you should take out the hearing aids, clean them, open the battery doors to turn the aids off, and keep the hearing aids inside their case.

What should I do with my hearing aids if I am around loud noise?

If you are around loud noises like power tools or gunshots, you should take the hearing aids off and place them inside their case. You should wear hearing protection like earplugs or earmuffs to protect your hearing.

What should I do if my hearing aids hurt my ears?

If your hearing aids are causing discomfort or pain, call Audiology for an appointment (1-800-949-1004 x 55712). In the meantime, stop wearing the uncomfortable hearing aid.

Where should I go for ear cleaning?

Your primary care doctor can manage ear cleaning if you are concerned about excessive earwax. Please call their office to schedule an appointment. Do not use Q-tips or other objects in your ears, because this can push the wax farther into the ear canal.

Hearing Aid Set-Up Kit

About one to two weeks after receiving your first VA hearing aid(s), you will receive a box from the DALC (Denver Acquisition and Logistics Center). It will contain:

- A six month supply of hearing aid batteries
- Blue battery order form 2346 (see example below)
- Repair card and repair box
- Packing material
- Address label

FORM 2346

1. Print Last Name - First Name - Middle Initial	
2. Print Address (Street No., City, State and Zip Code)	
3. Email Address	
4. This address is:	5. Print last four digits of your Social Security Number
<input type="checkbox"/> New Permanent <input type="checkbox"/> New Temporary	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
6. Date	
Please send a six month supply of batteries for the following device(s):	
BRAND NAME	
MODEL	
SERIAL NUMBER(S)	
BATTERY TYPE AND/OR SIZE	
ACCESSORIES FOR DEVICE(S) (Shipped separately from batteries)	
VA FORM 2346a July 2010	REQUEST FOR BATTERIES & ACCESSORIES

	PLACE STAMP HERE
Department of Veterans Affairs Denver Acquisition & Logistics Center PO Box 25166 Denver, CO 80225-1666	
	

PLEASE KEEP EVERYTHING, EVEN THE BOX.

You will need the box for shipping repairs.

If you have had a VA hearing aid before, you may not receive a full set-up kit. If your new hearing aid uses different batteries than your old hearing aid, you will receive a supply of batteries.

Hearing Aid Batteries

The VA will provide batteries for the life of your hearing aids. Batteries and other supplies come from the DALC (Denver Acquisition and Logistics Center), **not** from the Audiology Clinic. Your first shipment of hearing aid batteries will be automatically ordered and arrive about one to two weeks after your hearing aid fitting appointment. **It is your responsibility to order the following shipments of batteries.**

There are four ways to order batteries and supplies:

- 1) Via phone: You can call the DALC (Denver Acquisition and Logistics Center) directly by calling **1-303-273-6200**. You can press 1 for automated battery orders, or you can talk to a representative to order other supplies such as tubing, domes, wax traps, and cleaning supplies.
- 2) Via mail: Each shipment of batteries will come with a **blue order form** that looks like the one pictured on the previous page. When you have about two weeks' worth of batteries left, fill out the card, place it in the pre-addressed envelope, and mail it. You can order other supplies such as tubing, domes, wax traps, and cleaning supplies by filling out the "accessories" blank on the order form.
- 3) Via internet: Go to www.ebenefits.va.gov and create a log-in. For security purposes and to protect your personal information, you must first apply for a Premium Account (Level II Credentials). Online ordering is currently only available for batteries, not for other hearing aid accessories.
- 4) Via email: You can email DALC at dalc.css@va.gov for batteries and/or accessories.

Once you have ordered your batteries, you should receive them in 7-10 days.

Hearing Aid Troubleshooting and Repairs

If your hearing aid stops working, try the following:

- Refer to the troubleshooting portion of the manufacturer's booklet that came with your hearing aids.
- Thoroughly clean your hearing aids using the cleaning tools you were given, and insert a new battery.
- If you have a wax trap or wax filter in your hearing aid, try changing it with the supplemental wax traps/filters in your original hearing aid box. (You may or may not have these, depending on the type and style of your hearing aid.)
- If your hearing aid has a thick tube attached to an earmold (like the one in the picture), check for kinks or cracks in the tubing. This kind of hearing aid should be re-tubed every 6 to 12 months. If your hearing aid has a wire, a thin tube with a dome, or if your whole hearing aid fits in your ear, it does not need to be re-tubed.



If your hearing aid does not work after trying all of these things, you may either call us for an appointment or send your aid to DALC for repair. Your hearing aids are meant to last approximately five years with proper use and maintenance. Hearing aids are warranted by the manufacturer for three years. DALC will continue to repair hearing aids as long as parts are available.

You must have an appointment to be seen in our clinic. You can reach us at:

1-800-949-1004 extension 55712

If you choose to send your hearing aid to the DALC repair center:

- Complete the repair card
- Remove the battery and close the battery compartment
- Wrap the hearing aid in the packing material
- Make sure that the repair card is inside the box
- If you have a behind-the-ear hearing aid, **remove the earmold before mailing and keep it in a safe place.**
- If you have a CROS or BICROS hearing aid, mail both hearing aids.

After your hearing aid is repaired, it will be mailed back to you. **Repairs sent directly to DALC can take four to six weeks to get back to you.** A new repair card will be sent back with your hearing aid(s). Please keep the box, packing material, and repair card.