

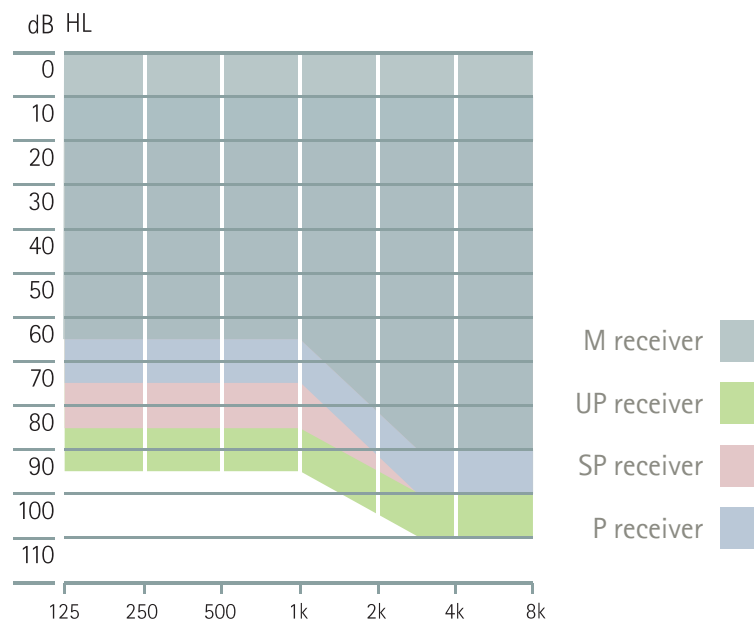
Phonak ITE

Client expectations checklist

Patient name	Date	Date of birth

Background

Whether your client is new to hearing aids or new to ITEs, use this checklist to ensure that all considerations have been discussed and expectations are aligned.



Enter the client's hearing loss to determine the size of the receiver

Does your client have the right expectations about ITEs?

Ask the following questions to help your client set realistic expectations before making a commitment.

1. Is the client a new or experienced hearing aid user?

New

- Discuss occlusion and what to expect when wearing hearing aids
- Discuss the differences between the available form factors and their size differences
- Discuss the care and maintenance required

Experienced

Previous BTE or RIC wearer

- Discuss the difference in size and functionality between RICs/BTEs and ITEs

Previous Lyric wearer

- Discuss the difference in size and discretion between Lyric and ITEs
- Discuss care and maintenance required for ITEs

2. Does the client have normal hearing below 1kHz?

Yes No

- Discuss about occlusion and how it will affect the client
- Discuss the vent size vs hearing aid size – a more severe hearing loss will require a bigger receiver. This will affect the size of the ITE

3. Has the client's hearing loss been stable over the last couple of years?

Yes No

- If the client's hearing loss has remained stable, consider a smaller power receiver if size and appearance is a concern. Higher power receivers will result in a larger hearing aid

4. What are the client's needs and expectations?

Wireless connectivity

- Discuss the size of the hearing aid and why wireless ITEs are bigger than non-wireless models
- Discuss Bluetooth connectivity of their hearing aids to their phone and other devices like Roger and remote microphones
- Discuss directional features like hearing from the side and front. These features are only available on the directional ITE models which impacts the size of the device

Size & Discreetness

- Discuss the size of ITEs and how the size of the ear canal affects how discreet the ITE will be
- Discuss the impact of wireless and Bluetooth connectivity. Small and discreet ITEs generally are not wireless and do not have Bluetooth functionalities
- Discuss the impact of directional features. Small and discreet ITEs generally do not have directional microphones or directional features

Additional ITE options like volume control, push button, telecoil

- Discuss the final size of the ITE. Adding additional features increases the final size of the hearing aid

5. Does the client have any of the following contraindications?

- Significant cerumen production
- Very narrow or severely angled canals
- Severely damaged, abraded or sensitive skin
- Congenital or acquired malformations

- If there is significant ear wax, discuss the need for regular cleaning to prevent damage to the electronic parts
- With narrow or angled ear canals, discuss the possibility of having a bigger custom product
- Is a physician referral required to investigate the damaged skin or malformations?

6. Does the client have sufficient manual dexterity?

Yes No

- If no, they may be unable to perform certain tasks like cleaning or changing a battery, discuss fitting a RIC or BTE hearing aid

7. Does the client live in an area where there is high humidity or moisture?

Yes No

- If the client lives in an area of high humidity or moisture, discuss using a D-Dry+ kit to extend the care of the hearing aid

Select the ITE model that is suitable for your client

It is important that the client knows what ITE models are available. The model sizes vary depending on additional options, hearing loss and ear size.

Titanium IIC



Without push button



With push button

10 NW 0



Without controls



With push button

312 NW 0



Without controls



With push button



With push button and volume control

312



In the canal with push button



In the canal push button and volume control



Half shell with push button and volume control



Full shell with push button and volume control

Customized
Mild to severe hearing loss

Customized
Mild to severe hearing loss

Customized
Mild to severe hearing loss

Customized
Mild to severe hearing loss

Omnidirectional

- Battery: 10 zinc air
- Non-wireless
- Super discreet
- Durability

Omnidirectional

- Battery: 10 zinc air
- Non-wireless
- Discreet

Omnidirectional

- Battery: 312 zinc air
- Non-wireless

Directional

- Battery: 312 zinc air
- Wireless
- Stylish black option
- Direct connectivity
- Hands-free calls