

SELECTING A HEARING AID DISPENSER

The term “dispenser” applies to ENT physicians, audiologists, and hearing aid specialists who are licensed to fit and sell hearing aids. Make sure you have confidence and trust in them. They should spend time to help the client find the right hearing aid for them, and should schedule several visits to work with the client for adjustments and in teaching them how to use and maintain the hearing aid. They should be available to provide warranty or out-of-warranty service for the life of the hearing aid.

Questions to ask:

- Are you a state licensed Hearing Aid Dealer and Fitter?
- Are you an audiologist as well as a licensed Dealer/Fitter?
- Do you make home visits? What is your charge for home visits?
- What brand names do you sell? Do you sell different types of hearing aids (behind-the-ear, in-the-ear, canal, etc.)?
- How many hearing aids do you fit per year?
- Are you experienced in working with older clients, clients with dementia, and clients with certain physical handicaps?
- Do you sell reconditioned hearing aids or work with organizations like HEAR NOW that provides free hearing aids?
- What is your range of prices for hearing aids?
- What services are included for that price? What services do you provide during the trial period and after the purchase?
- If applicable – Do you provide orientation to nursing home personnel regarding care and use of hearing aids?
- Do you sell assistive listening devices other than hearing aids or can you recommend sources to obtain such devices?
- Do you provide repair services and loaner hearing aids when a hearing aid is out for repair?
- If applicable – Have you worked with individuals who communicate in American Sign Language?

Make sure the dispenser takes time to ask about the client’s listening needs in detail.

Don’t be pressured into purchasing a device. Seek a second opinion if you want more information or to compare prices.