Audiology Department

Charging for lost or damaged hearing aids

Your hearing aid is a valuable and delicate instrument. Please treat it with the utmost care.

If for any reason you have to send it through the post, please ensure that is adequately wrapped to avoid damage. In your own interest it is unwise to tamper with your hearing aid.

You are advised that should you lose or damage your hearing aid through negligence you may be liable to a charge of £75.00. Your Audiologist will discuss this with you and let you know if charging is applicable.

This charge will be waived under the following circumstances

- Children and young people under the age of 18 years of age or those in further education.
- Hospital patients or those in a care home.
- Patients not capable of looking after themselves.
- Victims of crime of house theft or mugging and the aid is stolen or damaged.
- Patients registered blind/partially sighted.
- War veterans.
- Individuals receiving certain financial support.
- Patients will need to show a member of staff their valid exemption certificate.
  - Income Support.
  - Jobseeker's Allowance (Income-based).
  - Working Tax Credit/Child Tax Credit and meet certain conditions.
  - Pension Credit Guarantee Credit/paid on its own or with Savings Credit.
  - Named on a valid NHS Low Income Scheme certificate for full help.

If you disagree with a charge being made, you have the right to appeal. To do this you must contact the Head of Audiology in writing to explain how the aid has become lost or damaged. Your appeal will then be assessed by the lost hearing aid panel, made up of three (one non-audiologist) people and a decision will be made. You will then be contacted to advise you of the decision.

For more information please contact the audiology department on 01422 222335

compassionate care

If you have any comments about this leaflet or the service you have received you can contact :

Audiology Service Manager
Calderdale Royal Hospital

Telephone No: 01422 222335

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں.

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"