

PATIENT INFORMATION**HOW TO RETUBE YOUR
HEARING AID EAR MOULD**

How to Retube your Hearing Aid Ear Mould

It is important to have the tubing in your earmould replaced every six months. With time, the tubing will harden and this will affect the sound quality.

(Images reproduced by kind permission of Oticon)

Step 1

Detach your earmould from the transparent hook part of the hearing aid. Clean and dry your earmould to remove any dirt and grease.



Step 2

Pull the old tubing out of the earmould. Keep the old tube, you will need it later.

- If this proves difficult, try soaking the mould in hot (not boiling) water for 5 minutes
- Pliers can also be used to pull the tube out.



Step 3

Take a new piece of tubing and taper one end to make a thin point. Thread it through the hole in the earmould towards the part that goes down your ear until it comes out the end.



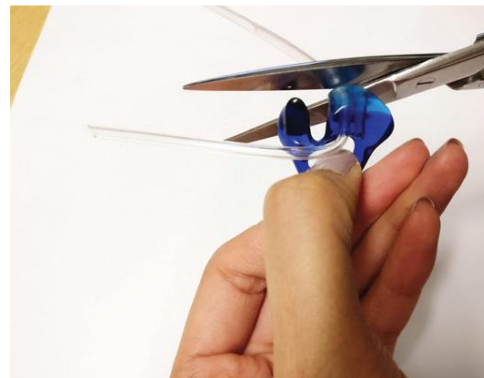
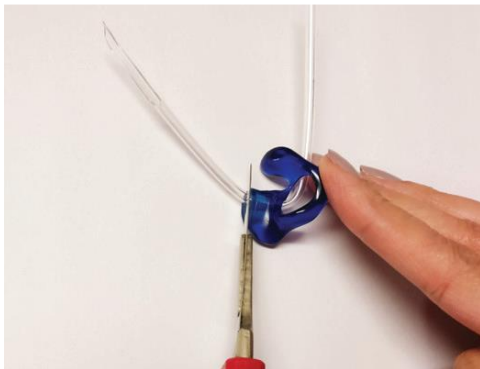
Step 4

Using your fingers or the pliers pull the tube through until the bend reaches the mould, and the tube turns directly upwards.



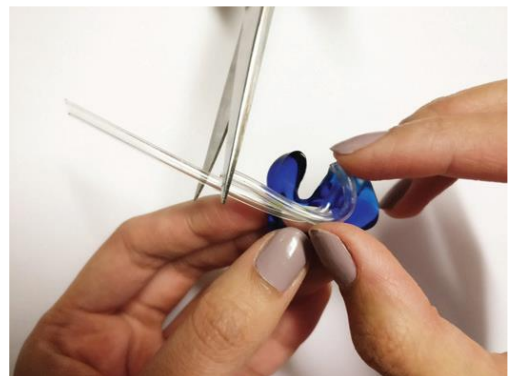
Step 5

Cut the tapered end off as close to the mould as possible. This can be done with scissors. Be careful not to cut the mould by accident!



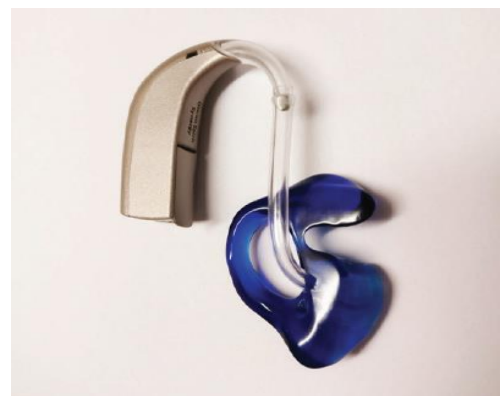
Step 6

Use the old tube removed in step 2 to measure the length of the new tube, and cut where appropriate. Reattach to the hearing aid.



At the end

Your mould reattached to the hearing aid should look like this.

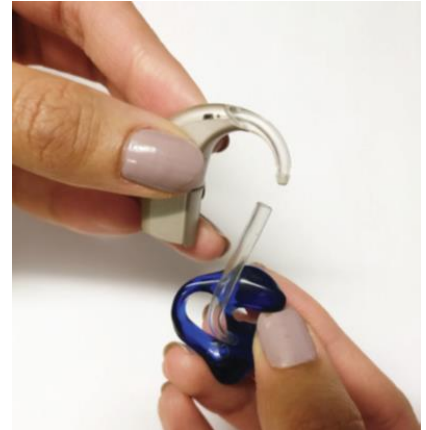


Measuring and Fitting your New Replacement

Ear Mould

Step 1

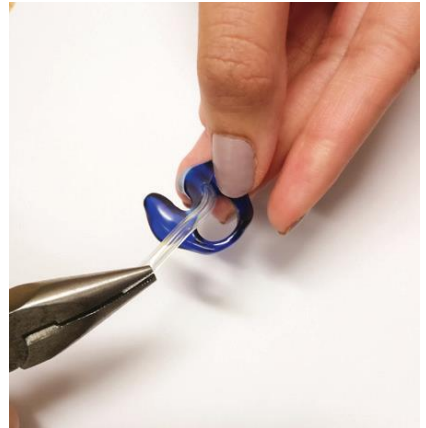
Detach your current earmould from the transparent hook part of the hearing aid. Clean and dry your earmould to remove any dirt and grease.



Step 2

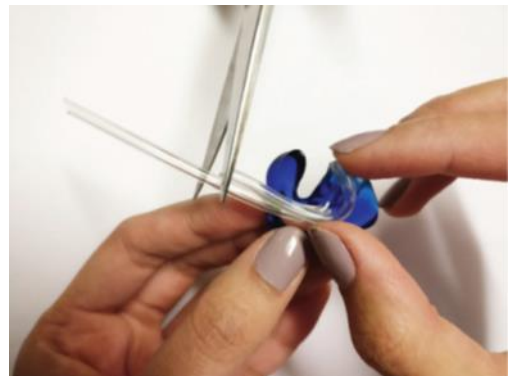
Pull the old tubing out of the earmould. Keep the old tube, you will need this for the next step.

- If this proves difficult, try soaking the mould in hot (not boiling) water for 5 minutes
- Pliers can also be used to pull the tube out.



Step 3

Use the old tube removed in Step 2, to measure the length of the new earmould tube, and cut where appropriate. Reattach to the hearing aid.



Step 4

Your new earmould reattached to the hearing aid should look like this.



If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.