

**PATIENT INFORMATION****A Parent's Guide to the Audiology  
Appointment**

## **What to expect?**

Hearing is more than just your ears! Hearing is critical for speech and language development and communication. A hearing test may be recommended for your child if there are concerns about their speech, hearing and/or their development.

## **Who is an Audiologist?**

An Audiologist is a healthcare professional who specialises in the diagnosis, treatment, and management of hearing and balance disorders for people of all ages.

## **Here are some questions the audiologist may ask:**

- Birth history
- Newborn hearing screen results
- History of ear infections
- Family history of hearing loss
- Information about other professionals involved with your child

## **Please bring any previous hearing information, including ABR test or hearing test results.**

The hearing test can consist of many different parts depending upon your child's needs.

## **Hearing tests generally include:**

- **Case History**
- **Otoscopy** – looking into the ear
- **Behavioural Testing** – the audiologist watches the child response to sounds (either using speakers or with headphones)

## **Other tests that may be performed:**

- **Tympanometry** – measures the middle ear function
- **Otoacoustic Emissions** - used to assess the inner ear function

## **Preparing for your Visit**

The audiologist will try to get as much information as possible to understand how your child is hearing.

## **Here are some tips to help prepare for your visit to the audiologist**

- You may have been sent a picture story about going to see the audiologist. Please introduce and read this with your child prior to your visit.
- We have stickers but please bring any toys your child enjoys that can be used as rewards.
- Practice wearing headphones, while your child is listening to videos or music at home.

**Please note:**

It may take several appointments to determine how your child is hearing. You know your child best! Please let us know other ways we can help your child.

Adapted from: Rosenthal M (2019). Caring for persons with Autistic Spectrum Disorder: A Toolkit for Audiologists. Available at:  
[https://academicworks.cuny.edu>gc\\_etds/3205/](https://academicworks.cuny.edu>gc_etds/3205/) Accessed: 25/08/21

**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](mailto: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.