

Call the clinic at (614) 366-3687 if you are still having a problem. Ask for a cochlear implant audiologist. If we are not available, please leave a message. Tell us what is happening and which parts (and serial numbers) you are having problems with. We will contact you as soon as possible.

IN WARRANTY REPAIRS

The company can send replacement parts to your home. If your equipment is in warranty, there should be no cost to repair/replace external parts (does not apply to accessories). These parts are normally shipped via Fed-Ex. **DO NOT** throw the bad parts away. The company will want the bad parts back. Your replacement equipment will come with a pre-paid, pre-addressed Fed-Ex label. Use this label to ship the broken parts back to the company.

OUT OF WARRANTY REPAIRS

If your equipment is out of warranty, there will most likely be a cost to you to replace or repair parts. In some cases, insurance plans may cover some of this cost. Requests normally have to be approved through insurance first. This means the process of repairing or replacing equipment may take longer.

If you have *Medicare*:

- Contact the company to figure out what parts need to be replaced. You can order these parts from the company.
- The company should contact you when insurance approval has been received. They will let you know if and how much money you owe.
- Medicare normally covers 80% of the cost of a repair or replacement.
- Parts can normally be shipped to your home. Again, you will need to ship the broken equipment back to the company.
- If you have Medicare or Medicaid, you do not need to extend your warranty.

If you have *Private Insurance*:

- The company **may** be able to ask for approval from your insurance provider, but you may have to pay up front. If your insurance approves, you may get repaid from the insurance provider.
- All three companies offer extended warranties. The price of these “service contracts” varies. Your insurance will not cover the cost of the extended warranty. It is in your best interest to buy an extended warranty when the original warranty ends. Please contact your cochlear implant company for more information.

BILATERAL COCHLEAR IMPLANTATION

Views on having a cochlear implant in both ears (bilateral cochlear implantation) have changed in recent years. It is more common to implant both ears. If a patient has limited benefit from a hearing aid in the other ear, we may talk about the option of a second cochlear implant. If a patient still has usable hearing in the other ear, we may recommend a hearing aid in this ear along with the cochlear implant. This decision is unique to each patient.

Research shows that two ears are better than one. In order for a patient to do his/her best, bilateral cochlear implantation may be recommended.

There are several benefits of having two cochlear implants:

- Better speech understanding in noise
- Being able to know where sounds come from (localization)
- Never being without sound. If the internal or external parts from one cochlear implant side need repair or replacement, patient can still hear with the other side.

Many insurance providers support bilateral cochlear implantation.

Determining candidacy for bilateral cochlear implantation would be made by the CI team – CI audiologist, surgeon, and patient/family. Certain criteria must be met in order to be considered a candidate for a second side implant.

- Successful and consistent use of the first device
- Active participation in follow-up care
- No physical contraindications for placement of the implant (any medical reason for not getting implant, ie.- CT scan results)
- Medically cleared for surgery
- Realistic expectations and commitment to follow-up appointments

TIPS FOR TRAVELING

- Take extra parts (like a back-up speech processor, battery pack, coil and cables) with you in case of emergency.
- Take plenty of batteries (disposable or rechargeable). If you use rechargeable, do not forget your battery charger (and adapter if needed).
- Remember to take your drying jar or Dry & Store box with you so you can put your processor in it overnight. This is important if you will be somewhere with high humidity.

Will anything happen to my cochlear implant when I walk through airport security?

Not normally. You should leave your speech processor on so you can hear what is going on around you. If your processor is set on the telecoil "T" setting, you may hear some buzzing. This is normal.

If the metal detector alarm goes off, what should I do?

Metal detectors and scanners will not hurt the inside piece or outside speech processor. If you pass through the security metal detector, your cochlear implant may set the alarm off. If the alarm goes off, security may use a handheld wand to screen you. The wand will not harm your cochlear implant, but it will beep when it passes over your implant.

Show your patient ID card and explain that you have a hearing implant. Tell them that the speech processor is a hearing device that you must wear in order to hear through the implant.

What should I do with my back-up speech processor when I fly?

Turn your spare speech processor OFF and keep it inside a carry-on bag. Place the bag onto the conveyer belt at airport security. Never place your processor right onto a conveyer belt. Static electricity may build up and harm your MAP or program. The x-ray machine should not affect your MAP if the processor is turned off.

Note: A low level x-ray is used to screen carry-on luggage. The x-ray will not harm your processor or the MAP. Never put your spare processor into a checked bag as this could expose it to damaging x-rays.

Will my implant send signals that can interfere with the plane's navigational instruments?

Your implant cannot get in the way of the plane's systems. Your implant sends out radio frequency (RF) signals. They are very short range (less than five feet from the outside coil). Your remote assistant or Fine Tuner (if applicable) does send out high frequency radio waves and should be turned off during take-off and landing. If your remote does not have an "off" switch, do not use it.

Like other electronic devices, should I turn off my speech processor during take-off and landing?

No. Cochlear implant patients DO NOT have to turn off their speech processors when instructions are given to turn off cell phones, music players, or anything with an on/off switch. The FAA views a cochlear implant in the Hearing Aid category. If you have a remote control for your speech processor, this should be turned off or not used during this time.

How can I listen to the in-flight music or watch a movie?

You can plug your speech processor into the plane's audio system. You will need to use your audio cable accessory. (See your user manual on how to connect the Audio Adaptor Cable to your speech processor).

Further questions regarding the TSA's guidelines for airport screening and how it relates to your hearing loss and cochlear implant, may be found at:

<http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions>

Resource: <http://www.cochlear.com/wps/wcm/connect/us/recipients/recipient-support/nucleus-5/living-with-your-device/traveling-tips>

COCHLEAR IMPLANT COMPANIES



Advanced Bionics Corporation

28515 Westinghouse Place

Valencia, CA 91355

<http://www.advancedbionics.com/us/>

1.877.829.0026



Cochlear®

Cochlear Corporation

13059 E. Peakview Avenue

Centennial, CO 80111

www.cochlearamericas.com

1.800.483.3123

MED^oEL

MED-EL Corporation

2511 Old Cornwallis Road, Suite 100

Durham, NC 27713

<http://www.medel.com/us/>

1.888.633.3524

DEVICE WARRANTY INFORMATION

“In warranty” means there is no cost to repair or replace broken parts.

- **Advanced Bionics** offers a **5-year** warranty for the sound processor, headpiece (magnet & cable), T-mic and charger. The rechargeable batteries and accessories are covered for **1 year**.
- **Cochlear Corporation** offers a **5-year** warranty for the sound processor, transmitting cable, coil, and Remote Assistant. The battery holder (for disposable batteries) and the rechargeable batteries are covered for **1 year**.
- **MED-EL** offers a **5-year** warranty for the external sound processor, transmitting cable, coil, battery packs (all types), rechargeable batteries and Fine Tuner.

*****Parts are replaced due to “normal wear and tear” only.*****

The warranty for the outside parts starts the day you get your equipment. A one-time replacement for loss and damage (beyond repair) is offered during this warranty period. You can buy coverage through the company after the initial warranty ends.

The warranty for the internal device starts the day of your surgery. Cochlear implants are man-made medical electronic devices. The internal devices are made to last a long time, but they may not last a lifetime. All three CI companies offer a **10-year** warranty for the inside piece.

MENINGITIS VACCINATION

Dear Cochlear Implant Candidate:

We are writing to tell you about getting a vaccination (shot) for an infection called meningitis. Shots can help protect you from pneumococcal infections. This infection may become meningitis. It is an infection in the fluid around the brain and spinal cord. Meningitis is serious and life threatening.

The Food and Drug Administration, Centers for Disease Control and health departments looked at meningitis rates with children with cochlear implants. They found children with cochlear implants at a higher risk for getting meningitis than those without. We believe this is important for adults as well. It is suggested that adults with cochlear implants get the recommended shots to help reduce their change of getting meningitis.

There are two types of meningitis: viral and bacterial. Bacterial is the more serious type. Two types of bacterial meningitis have been found in people with cochlear implants. These types are *Streptococcus pneumonia* ("Pneumococcus") and *Haemophilus influenza* type B. The symptoms, treatment and results depend on the cause of the infection.

The Center for Disease Control recently changed the guide for meningitis shots for adults with cochlear implants. The new guide is for users to get both the 23-valent pneumococcal polysaccharide vaccine (Pneumovax 23, PPSV23) and the 13-valent pneumococcal conjugate vaccine (Prevnar 13, PCV 13). Please talk to your doctor about your need for the vaccination/s.

Preventing this infection is important. You can get this shot from your general doctor or your local county health department.

For more information, please visit the Center for Disease Control's website at: http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6140a4.htm?s_cid=mm6140a4_w

AURAL REHABILITATION

Once you have received a cochlear implant and have begun using it, you will likely notice that sounds do not initially seem natural. Moreover, speech probably will not be easy to understand at first. **Over time, your brain has to learn to hear again.** That learning requires **consistent practice** using your device. For many people, that learning also can occur more quickly and completely by performing training exercises that encourage your brain to adjust to the implant. Research has shown that rehabilitation approaches help adults make more progress in learning to recognize speech and other sounds, as well as learning to enjoy music again. **Adult aural rehabilitation is a major research focus for Dr. Moberly, so please contact his office at (614)293-6926 or at Maigen.Rainey@osumc.edu if you are interested in participating in studies related to this topic.**

Aural rehabilitation is defined as the entire process of diagnosing your hearing loss and proceeding with cochlear implantation, but also includes the postoperative rehabilitation support and techniques used to optimize your abilities with your cochlear implant. Aural rehabilitation can help you to improve your communication skills when talking with others. Improving these skills may help you feel more satisfied with your implant.

Aural rehabilitation can also include **auditory training** exercises. Similar to the idea of doing physical therapy training after a hip replacement surgery, auditory training should be viewed as a key element in your postoperative treatment plan. Your surgeon and audiologist will work with you to help you achieve the best outcome possible, but, ultimately, it will take dedication on your part to learn to listen again through your implant.

In general, auditory training can consist of a number of different types of exercises. These exercises may focus on the following abilities:

- Recognizing the differences between tones
- Recognizing speech sounds, whole words, and sentences in quiet and in noise
- Recognizing environmental sounds
- Recognizing and enjoying music

Some speech language pathologists (SLPs) offer aural rehabilitation services to patients with cochlear implants. During this visit, the SLP will determine what skills you have and what skills still have room for improvement. For example, the SLP may evaluate and make recommendations to help you with the following:

- Improving your own speech
- Improving your speech recognition
- Developing skills that help you in listening and communicating with others

There are a number of **free resources** available online which you can listen to and practice with at home. Some of these programs include the following:

- Angel Sound™ is a free, upgraded version of “Sound and WAY Beyond,” an auditory rehabilitation program based on CAST technology and distributed by Cochlear Americas. Available at: <http://angelsound.tigerspeech.com/>
- The Listening Room sponsored by Advanced Bionics has free activities and resources to support the development of speech, language and listening. Available at: http://hearingjourney.com/Listening_Room/preview.cfm?langid=1
- SoundScape sponsored by MED-EL has listening activities for various age groups. Available at: <http://www.medel.com/us/resources-for-success-soundscape/?titel=SoundScape&>
- Immersion Reading with Kindle Fire HD- can synchronize Kindle text with companion Audible audiobooks with real-time highlighting.
- LACE-Listening and Communication Enhancement- <http://www.neurotone.com/lace-interactive-listening-program-->
- Rosetta Stone Language- Learning Software-US English—<http://www.rosettastone.com>
- Randall’s ESL Cyber Listening Lab
- Hope Hearing Rehab Tools, Cochlear Americas
- ESL Gold, ESLGold.com
- English as a Second Language Randall’s ESL Cyber Listening Lab, ESL-Lab.com
- American English Pronunciation Practice, ManyThings.org
- The English Listening Lounge, EnglishListening.com
- Rudenko Software, The BookReader, Rudenko.com
- PBS Kids, PBS Kids.org
- CLIX is the first installment in a suite of rehabilitation applications that make up the Advanced Bionics Listening Exercises (ABLE). This free program available through iTunes for the iPad is designed to help adult cochlear implant recipients or hearing aid users practice listening for word differences in both quiet and noise.
- Starkey Hear Coach