

HEARING AID DISPENSER PRACTICAL EXAMINATION OUTLINE – 2020

1. Equipment/Pre-Visit - This content area assesses the candidate's ability to prepare testing equipment and environment to obtain valid and reliable test results.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none">• Verify function and calibration of test equipment.	<ul style="list-style-type: none">• Knowledge of calibration requirements for audiometric equipment.• Knowledge of methods to perform a listening check of audiometric equipment.• Knowledge of function and procedures to operate audiometric equipment.• Ability to perform listening check to verify functioning of equipment.
<ul style="list-style-type: none">• Sanitize equipment (e.g., examination and audiometric equipment) before contact with client.	<ul style="list-style-type: none">• Knowledge of methods to sanitize equipment that will be used on client.
<ul style="list-style-type: none">• Maintain an environment that is conducive to audiometric assessment.	<ul style="list-style-type: none">• Knowledge of physical, medical, and environmental conditions that affect audiometric assessment procedures.

2. Assessment - This content area assesses the candidate's ability to perform an audiometric assessment to determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
2.1 Pre-Assessment	<ul style="list-style-type: none"> Perform ear inspection and otoscopic examination. 	<ul style="list-style-type: none"> Knowledge of purposes and procedures of performing otoscopic examination. Knowledge of purposes and procedures to inspect external ear. Knowledge of anatomy and characteristics of normal and abnormal ears. Knowledge of how to identify normal and abnormal visible conditions of the ear. Knowledge of techniques to assess size, length, and direction of ear canal. Ability to inspect external ear and perform an otoscopic examination. Knowledge of criteria to determine if there is blockage of the ear canal.
	<ul style="list-style-type: none"> Determine need for referral to a physician by assessing client symptoms, objective signs, and medical history. 	<ul style="list-style-type: none"> Knowledge of objective signs and subjective symptoms that require a medical referral. Knowledge of laws and regulations pertaining to signs and symptoms that require a medical referral.
2.2 Assessment	<ul style="list-style-type: none"> Explain procedures to client before and during audiometric assessment. 	<ul style="list-style-type: none"> Knowledge of methods to inform clients about audiometric assessment procedures. Ability to describe procedures to clients before and during assessment.
	<ul style="list-style-type: none"> Perform pure tone air and bone conduction assessments. 	<ul style="list-style-type: none"> Knowledge of purposes and procedures of performing pure tone air conduction assessment. Knowledge of purposes and procedures to perform pure tone bone conduction assessment. Ability to perform pure tone air conduction assessment. Ability to perform pure tone bone conduction assessment. Knowledge of methods to monitor and assess client subjective response to auditory stimuli.

2. Assessment, continued - This content area assesses the candidate's ability to perform an audiometric assessment to determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
2.2 Assessment, continued	<ul style="list-style-type: none"> Perform masking during hearing assessment. 	<ul style="list-style-type: none"> Knowledge of purpose of performing masking. Knowledge of concept and implications of under and over masking. Knowledge of procedures of masking during pure tone air conduction assessment. Knowledge of procedures of masking during pure tone bone conduction assessment. Knowledge of procedures of masking during speech assessment. Ability to perform masking during hearing assessments.
	<ul style="list-style-type: none"> Measure client threshold of discomfort (i.e., TD, UCL, LDL), to determine loudness tolerance. 	<ul style="list-style-type: none"> Ability to perform assessment to establish client threshold of discomfort.
	<ul style="list-style-type: none"> Chart and document results of audiometric assessment. 	<ul style="list-style-type: none"> Knowledge of methods to chart and document assessment results.

3. Ear Impression - This content area assesses the candidate's ability to take and evaluate an ear impression.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> Evaluate client ear canal to determine whether an ear impression can safely be performed. 	<ul style="list-style-type: none"> Knowledge of purpose and procedures to take an ear impression. Knowledge of purpose and procedures of evaluating client ear canal before an ear impression.
<ul style="list-style-type: none"> Inform client about ear impression procedures to make client aware of sensations. 	<ul style="list-style-type: none"> Knowledge of expectations and sensations experienced during impression procedures. Ability to explain impression-taking procedures.
<ul style="list-style-type: none"> Select type and size of blocking material (e.g., cotton dam) to use during ear impression process. 	<ul style="list-style-type: none"> Knowledge of procedures to take ear impressions on clients with abnormal anatomy (e.g., mastoid cavities). Knowledge of methods to determine size and type of blocking material needed during an ear impression. Knowledge of how to determine placement of blocking material. Knowledge of purposes of using blocking material during an ear impression.
<ul style="list-style-type: none"> Insert blocking material (e.g., cotton dam) before taking ear impression. 	<ul style="list-style-type: none"> Ability to insert blocking material into ear canal before taking an ear impression. Knowledge of procedures and instruments used to insert blocking material into ear canal before taking an ear impression.
<ul style="list-style-type: none"> Verify placement of blocking material (i.e., cotton dam) in client ear with otoscope. 	<ul style="list-style-type: none"> Knowledge of purposes and methods of evaluating placement of blocking material in ear canal.
<ul style="list-style-type: none"> Take ear impression by inserting impression material into client ear. 	<ul style="list-style-type: none"> Knowledge of signs of client discomfort during an ear impression. Ability to prepare impression material. Ability to fill ear canal and external ear with impression material. Knowledge of types of impression material used to make an ear impression.
<ul style="list-style-type: none"> Verify curing of impression material. 	<ul style="list-style-type: none"> Knowledge of method to determine if impression material has cured. Ability to verify impression material has cured in the ear before removal.

3. Ear Impression, continued - This content area assesses the candidate's ability to take and evaluate an ear impression.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Break the seal of impression material. 	<ul style="list-style-type: none"> • Ability to break seal of impression material. • Knowledge of methods to break seal of impression material.
<ul style="list-style-type: none"> • Remove ear impression from client ear. 	<ul style="list-style-type: none"> • Ability to remove impression from ear.
<ul style="list-style-type: none"> • Inspect client ear for injury and impression material with otoscope after removal of ear impression. 	<ul style="list-style-type: none"> • Knowledge of purposes and methods of evaluating client ear canal following ear impression procedures. • Knowledge of conditions resulting from impression procedures which require a medical referral.
<ul style="list-style-type: none"> • Determine accuracy of ear impression by comparing client ear to impression. 	<ul style="list-style-type: none"> • Knowledge of anatomical details that should be found on ear impression. • Knowledge of techniques to determine if ear impression is an accurate representation of an ear. • Ability to identify anatomical details on an ear impression. • Ability to determine if ear impression meets requirements for manufacturing custom products. • Knowledge of purposes and methods of evaluating ear impression. • Knowledge of procedures to identify unique characteristics of ear impression to be represented on the finished product.

4. Fitting and Delivery - This content area assesses the candidate's ability to fit a hearing aid and explain associated accessories and apps.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Insert hearing aid into client ear to assess fit. 	<ul style="list-style-type: none"> • Knowledge of how to insert and remove different style hearing aids. • Knowledge of methods to determine whether hearing aid is a good fit for client. • Ability to insert and remove hearing aids.
<ul style="list-style-type: none"> • Demonstrate and explain techniques to insert, remove, and manipulate hearing aids. 	<ul style="list-style-type: none"> • Knowledge of common issues associated with insertion and removal of hearing aids. • Ability to explain hearing aid insertion and removal techniques. • Knowledge of procedures to insert and remove client hearing aids.
<ul style="list-style-type: none"> • Teach client to use hearing aid and assistive listening device controls. 	<ul style="list-style-type: none"> • Knowledge of information to provide client regarding use of hearing aids (e.g., controls, features). • Ability to demonstrate operation of hearing aids. • Knowledge of information to provide to client regarding phone use with hearing aid. • Knowledge of questions to ask clients regarding hearing aid fit.
<ul style="list-style-type: none"> • Instruct client how to use, maintain, and dispose of hearing aid batteries. 	<ul style="list-style-type: none"> • Knowledge of procedures to care for and dispose of hearing aid batteries. • Knowledge of procedures to use and maintain rechargeable hearing aids. • Ability to insert and remove batteries from hearing aids.
<ul style="list-style-type: none"> • Instruct client on hearing aid care and maintenance to optimize hearing aid function. 	<ul style="list-style-type: none"> • Knowledge of purposes, procedures, and information regarding care and maintenance of hearing aids. • Knowledge of methods to reinforce proper hearing aid use. • Knowledge of methods to reinforce proper hearing aid care.
<ul style="list-style-type: none"> • Instruct client on how to use hearing aid options, features, and accessories. 	<ul style="list-style-type: none"> • Knowledge of techniques to assess client proficiency in using hearing aid options, features, and accessories. • Knowledge of use of hearing aid options, features, and accessories. • Ability to explain to clients the use of hearing aid options, features, and accessories. • Knowledge of purposes and methods of evaluating client use of telecoil.

5. Follow-Up/Postfitting Care - This content area assesses the candidate's ability to resolve client issues including physical fit and acoustic targets.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Assess performance of hearing aids and client complaints to determine whether repairs need to be made. 	<ul style="list-style-type: none"> • Knowledge of techniques to differentiate between external and internal feedback. • Knowledge of procedures to run an electroacoustic analysis on a hearing aid to determine if it is performing to manufacturer specifications. • Knowledge of evaluation techniques to determine whether to repair hearing aids or send to the manufacturer for repair. • Knowledge of purposes and methods of evaluating volume control of hearing aids. • Knowledge of techniques to differentiate changes in client hearing from malfunction of hearing aid. • Knowledge of client complaints that indicate hearing aid malfunction. • Knowledge of procedures to assess causes of hearing aid malfunction.
<ul style="list-style-type: none"> • Perform hearing aid maintenance and repair. 	<ul style="list-style-type: none"> • Knowledge of types of repairs for hearing aids. • Knowledge of how to service or repair hearing aids. • Knowledge of equipment and tools used to repair hearing aids. • Ability to service hearing aids including ear mold tube replacement.
<ul style="list-style-type: none"> • Determine if hearing aid can be repaired or if it must be replaced. 	<ul style="list-style-type: none"> • Knowledge of how to determine whether hearing aid can be repaired or needs to be replaced.

6. Counseling - This content area assesses the candidate's ability to establish realistic expectations and educate the client on optimizing communication while using hearing aids and accessories.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none">• Establish realistic expectations about potential experiences while wearing hearing aids.	<ul style="list-style-type: none">• Knowledge of realistic expectations regarding hearing amplification.• Knowledge of factors that affect successful hearing aid fitting.• Knowledge of adaptation process and implications for new hearing aid users.• Knowledge of purposes and methods of evaluating client expectations about amplification.• Knowledge of cognitive and physical factors that influence successful hearing aid use.
<ul style="list-style-type: none">• Educate client on strategies to optimize communication while using hearing aids and accessories in different circumstances.	<ul style="list-style-type: none">• Knowledge of strategies for maximizing communication in different listening environments.• Ability to describe strategies for maximizing communication to clients in different listening environments.