

Patient Adjustment Guide



Government Services

The American Hearing Company

PRODUCT: Z Series, Halo, SoundLens 2, Xino Wireless, Xino Tinnitus

Patient Report

Inspire Adjustment

Other Considerations

Patients Own Voice

Intelligibility

Hearing in Noise

VOICE SOUNDS

- > In a barrel/tunnel
- > Echoes
- > Hollow
- > Like they have a cold/ears plugged

- > Decrease Overall Gain using Occlusion Control
- > Decrease Low-Frequency Gain
- > Decrease Moderate Gain at 1000Hz and/or 1500Hz
- > Acoustic Options dialog box will update based on connected hearing aid

- > Occlusion may be due to the physical presence of the hearing aid and not as a result of amplification
- > To test, turn off the hearing aid (open battery door) and have the patient speak
- > Report persists – issue is occlusion; address with acoustic modifications
- > Report resolved – issue is amplification; address with frequency adjustments
- > Enlarge Vent Diameter
- > Shorten and/or Taper Canal
- > Remake hearing aid with either deeper or shorter canal length; depending on current hearing aid
- > Inspire-selected Acoustic Options must match options connected to hearing aid

VOICE SOUNDS

- > Muffled

- > Increase Moderate Gain at 1000Hz and/or 1500Hz
- > Increase Loud Gain
- > Increase Overall Output
- > Increase High Frequency Gain
- > Decrease Low Frequency Gain
- > Enlarge Vent Diameter
- > Shorten and/or Taper Canal
- > Acoustic Options dialog box will update based on the connected hearing aid

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Occlusion may be due to the physical presence of the hearing aid and not as a result of amplification
- > To test, turn off the hearing aid (open battery door) and have the patient speak
- > Report persists – issue is occlusion; address with acoustic modifications
- > Report resolved – issue is amplification; address with frequency adjustments
- > Enlarge Vent Diameter
- > Shorten and/or Taper Canal
- > Inspire-selected Acoustic Options must match options connected to hearing aid

VOICE SOUNDS

- > Distorted
- > Crackles
- > Unnatural/like a megaphone

- > Decrease Moderate Gain at 1000Hz and/or 1500Hz
- > Decrease Loud Gain
- > Decrease Overall Output

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > If decreasing Overall Output worsens sound quality, consider increasing Overall Output

REPORTS

- > I hear better without my hearing aids
- > Speech is unclear/unnatural
- > Speech in quiet is not clear
- > TV/Radio is not clear

- > Increase Overall Gain at 1000Hz and/or 1500Hz
- > Set Speech and Noise for Less Activity via Noise Control screen
- > Enable Television Memory via Memories Menu or Memories screen

- > May need to counsel on fact that poor speech clarity may be due to poor speech discrimination
- > Consider SurfLink Mobile set to Start/Stop Audio Stream and/or SurfLink Media 2 for Wireless Devices

PATIENT HAS DIFFICULTY

- > Understanding speech in background noise

- > Increase Overall Gain at 1000Hz and/or 1500Hz, then Higher Frequency Gain
- > Enable Directionality Plus via Noise Control screen
- > Decrease Soft Low-Frequency Gain
- > Increase Speech and Noise via Noise Control screen

- > Verify Adaptive Directionality is activated
- > If device does not have directional microphones, consider recommending a directional device
- > Directionality Plus adjusts the level of activation of Speech and Noise to engage at a lower input level
- > Consider SurfLink Mobile or SurfLink Remote set to iQ Boost for Wireless Devices

PATIENT HEARS

- > Voices at a distance better than near

- > Increase Loud Gain at 1000Hz and/or 1500Hz, then try Higher Frequency Loud Gain
- > Decrease Soft Gain
- > Increase Overall Output

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Consider SurfLink Mobile Remote Microphone set to Focus or SurfLink Remote Microphone for Wireless Devices

PATIENT REPORTS

- > Low tolerance for noise
- > Background noise too loud

- > Decrease Overall Output
- > Enable Directionality Plus via Noise Control screen
- > Set Speech and Noise for More activity via Noise Control screen

- > Verify Adaptive Directionality is activated
- > If device does not have directional microphones, consider recommending directional device
- > Directionality Plus adjusts the level of activation of Speech and Noise to engage at a lower input level
- > Consider SurfLink Mobile set to iQ Boost for Wireless Devices

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Other Considerations

Loudness

OVERALL TOO LOUD

- > Voices too loud
- > All sounds too Loud
- > Harsh/too loud

- > Engage Experience Manager, selecting a lower level starting point
- > Change Experience Level to provide less gain (3 to 2 or 2 to 1)
- > Decrease Overall Gain
- > Decrease Gain using Occlusion Control
- > Decrease High Frequency Loud Gain

- > Patient may not be accustomed to amplification or may be accustomed to lower gain devices
- > May need to start with lower gain settings than the prescriptive target recommends
- > May need to consider a different fitting formula
- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart

LOUDNESS COMFORT

- > Sounds are painful
- > Clattering dishes too loud
- > Running water
- > Other environmental sounds too loud

- > Decrease High Frequency Loud Gain
- > Decrease Overall Output
- > Decrease Overall Loud Gain
- > Set Machine Noise for More Activity via Noise Control screen

- > Ensure Best Fit is using e-STAT Fitting Formula
- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Utilize Speech Mapping to identify frequencies causing discomfort

OVERALL TOO SOFT

- > Voices too soft
- > All sounds too soft
- > Hearing aids too soft

- > Increase Overall Gain
- > Increase Overall Output
- > Increase Overall Soft Gain
- > Increase Overall Moderate Gain
- > Increase Low Frequency Overall Gain
- > Set Quiet for Less Activity via Noise Control screen

- > Patient may not perceive the aid as being loud enough depending on previous hearing aid experience
- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Utilize Speech Mapping or Verify Comfort to verify audibility

Feedback

HEARING AIDS

- > Whistle
- > Chirp

- > Initialize PureWave Feedback Eliminator with hearing aid seated in ear
- > View Maximum Stable Gain to check for areas of possible feedback
- > Use Auto Gain Adjust
- > Decrease Overall Soft Gain
- > Decrease Overall Moderate Gain
- > Decrease Overall Loud Gain
- > Decrease Overall Gain

- > PureWave Feedback Eliminator needs to be re-initialized any time the acoustic characteristics of the hearing aid are changed (ex: shell modification, new earmold or earbud)
- > Utilize Speech Mapping to identify feedback peak and decrease gain at peak

NOISY

- > Hearing aids are noisy
- > Refrigerator hum too loud
- > Hearing aids are noisy in quiet environments

- > Set Quiet for More Activity via Noise Control screen
- > Decrease Soft Gain at 750Hz and below
- > Decrease Overall Soft Gain

- > Quiet adjusts expansion to ensure the hearing aids are quiet in a quiet environment

PUMPING

- > Hearing aids cut in and out
- > Hearing aids cut in and out when patient speaks
- > Loud sounds fade in and out

- > Increase Overall Loud Gain
- > Set Machine Noise for Less Activity via Noise Control screen

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Adjust Time Constants if available, (slower) for appropriate classification on Noise Control Screen

SHUTTING DOWN

- > Hearing aids shut down with loud sounds
- > Hearing aids cut out when patient speaks
- > Loud sounds fade in and out

- > Increase Overall Output
- > Increase Overall Soft Gain
- > Increase Overall Loud Gain

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart

SOUNDS ARE

- > Sharp
- > Tinny

- > Engage Experience Manager, selecting a lower level starting point
- > Change Experience Level to provide less gain (3 to 2 or 2 to 1)
- > Decrease gain at 1000Hz and/or 1500Hz, then try Higher Frequency Loud Gain
- > Decrease Overall Output
- > Increase Low Frequency Gain
- > Decrease Overall Output

- > Patient's auditory perception may be distorted due to long standing high-frequency hearing loss; counseling is key
- > Consider Best Fit using a different fitting formula
- > Utilize Speech Mapping or Verify Comfort to identify areas of sharpness

SOUNDS ARE

- > Hollow
- > Muffled

- > Decrease Loud Gain at 500Hz and 750Hz
- > Increase Moderate Gain at 1000Hz and/or 1500Hz
- > Increase Moderate High-Frequency Gain
- > Acoustic Options dialog box will update based on connected hearing aid

- > Increase Vent Size and update Acoustic Options to match hearing aid
- > Inspire-selected Acoustic Options must match options connected to hearing aid

Sound Quality