

Advisory Council on Hearing Aids

The **Advisory Council on Hearing Aids** consists of seven members appointed by the governor: a licensed physician who is a certified *otolaryngologist* (an ear, nose and throat specialist, or ENT); an audiologist certified with the American Speech-Language Hearing Association; four individuals licensed to fit and sell hearing aids; and a public member who is a hearing aid consumer.

OHLA

The **Oregon Health Licensing Agency** (OHLA) is a state department of licensing and regulation. OHLA oversees multiple professions under a central agency administration.

For more information, visit our Web site at www.oregon.gov/OHLA.

Consumer Protection

If you can't resolve a problem or issue with a practitioner, you may file a complaint. Contact OHLA at **(503) 378-8667**, ext. 4314 or e-mail us at ohla.info@state.or.us. We respond to every complaint and have the authority to take disciplinary action against licensees.

CONSUMER GROUP
Hearing Loss Association of Oregon
www.hearinglossor.org

Consumer's Bill of Rights

Consumers receiving services by Oregon professionals licensed, certified or registered by the Oregon Health Licensing Agency (OHLA) have a legal right to:

- ✦ Receive competent professional services
- ✦ Verify the names, titles and credentials of professionals providing services
- ✦ Receive clear explanations of the services offered and cost for the services
- ✦ Refuse any services offered
- ✦ Receive information on complaints that have resulted in final action
- ✦ File a complaint with OHLA regarding a practitioner, facility, or an unlicensed/uncertified person
- ✦ Request reasonable accommodations to access professional services as outlined in the Americans with Disabilities Act
- ✦ Be treated with courtesy and respect
- ✦ Have service options and consequences explained

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Salem OR 97301-1287

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TTY 503-373-2114

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Web site www.oregon.gov/OHLA

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Advisory
Council
on Hearing Aids



HEARING AIDS

Consumer Information



OREGON
HEALTH
LICENSING
AGENCY

HEARING AIDS

Hearing Aid Sales

Consumers of hearing aids have specific rights granted under Oregon law.

In Oregon, you have the right to return a hearing aid if you are not satisfied with the performance of the hearing aid.

Hearing aids may not be able to restore your original hearing, but they should improve your ability to hear sounds and to communicate.

See Physician First

Before buying a hearing aid, see your family doctor or an ear, nose and throat specialist (ENT). You may need to be medically or surgically treated. Unless you sign a waiver, practitioners are required to refer you to a physician if you have certain medical conditions.

Practitioner Licensed?

Three types of hearing health professionals may fit and sell hearing aids if authorized to do so: hearing aid specialists, audiologists and ENTs. Each has a different level of education and expertise in treating hearing disorders.

To confirm that your hearing health practitioner is authorized to dispense hearing aids, visit www.oregon.gov/OHLA and click on **License Inquiry** on the left navigation menu.

Your Right to Return

Oregon consumers have the right to rescind, or cancel, a hearing aid purchase if they:

- Return the hearing aid within 30 days of purchase
- Provide written notice
- Return the hearing aid in good condition “less normal wear and tear”

Complete rescission rights are required to be on the back of the purchase agreement.

Discuss the Details

Before signing the purchase agreement, discuss the details with the practitioner.

If you return a hearing aid, the practitioner may keep a portion of the purchase price (**not to exceed 10 percent of the contract purchase amount or \$250 per hearing aid, whichever amount is less**). This fee may be negotiable, so be sure to discuss what the practitioner will charge before signing the agreement.

Your Audiogram

Hearing health practitioners who fit and sell hearing aids are required to offer you a copy of your hearing test, known as an *audiogram*.

Audiograms are standardized in Oregon for hearing aid sales. Your audiogram shows your degree of hearing loss measured in decibels (dB). Hearing loss ranges from 0-20 dB (normal) to 91+ dB (profound).

Purchase Agreement

Practitioners are required to provide you with a printed purchase agreement. The agreement must include:

- Name and address of prospective purchaser
- Make, model number and serial number of the hearing aid(s) sold
- Condition of hearing aid(s)—new, demonstration model, reconditioned or used?
- Terms of the agreement, or expressed warranty, in respect to the hearing aid(s)
- The purchase price, which is the cost of the hearing aid(s) plus all related fees
- Date of delivery/purchase of the aid(s)
- Date/place of required post-delivery follow-up session
- Last date to return/rescind sale
- Amount to be retained by practitioner if hearing aid(s) returned
- Hearing aid dispenser’s state-issued license number
- Principal business address of the hearing aid dispenser
- A copy of the following statement:

“It is desirable that a person with a hearing problem (especially for the first time) consult an ear doctor and obtain a clinical hearing evaluation. Although hearing aids are often recommended for hearing problems, another form of treatment may be necessary.”

