

HEARING AID DAMAGE & REPAIR

AUDIOLOGIST SURVEY

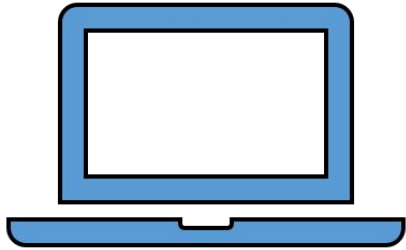
April 2020



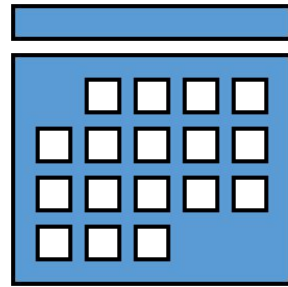
HEARING
HEALTH & TECHNOLOGY MATTERS



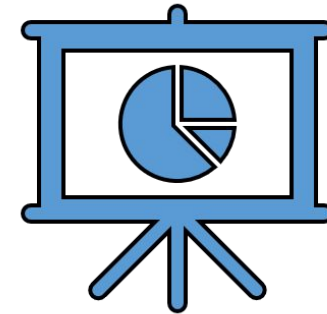
ABOUT THE SURVEY



9 ONLINE SURVEY QUESTIONS



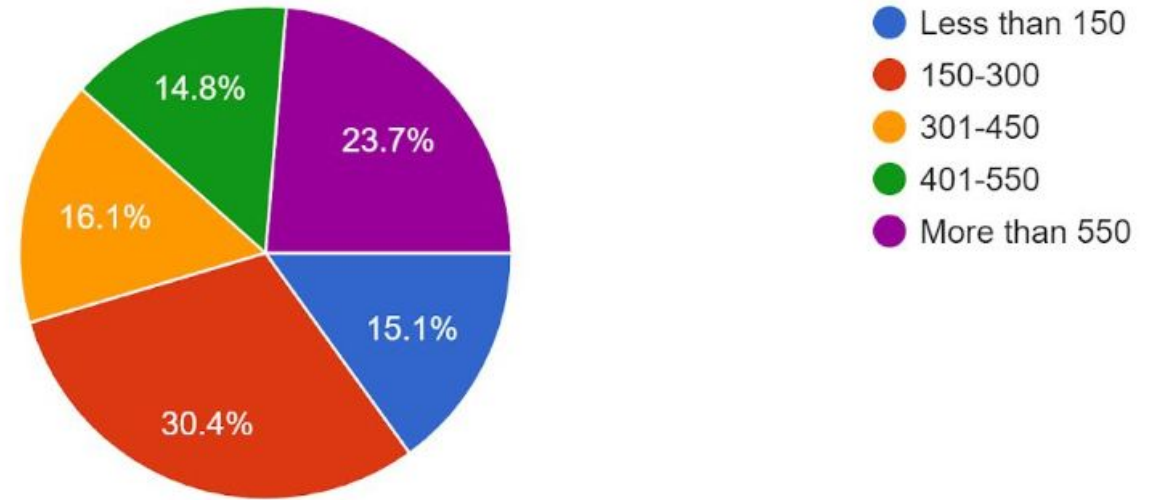
CONDUCTED APRIL 2020



372 AUDIOLOGISTS IN THE UNITED STATES COMPLETED THE SURVEY

QUESTION #1

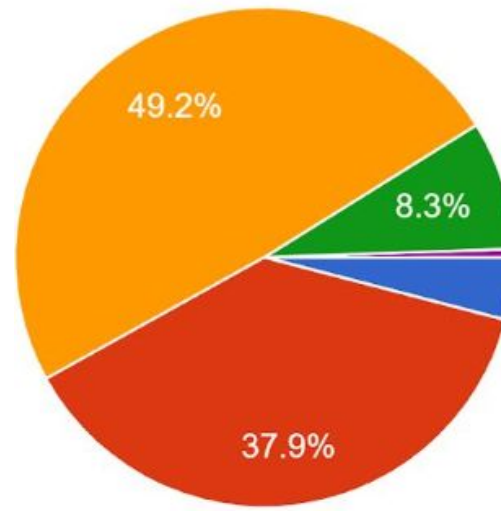
APPROXIMATELY, HOW MANY UNIQUE (NEW) PATIENTS DOES A SINGLE LOCATION SEE IN A YEAR?



- A **majority** of practice locations surveyed see 300+ unique patients every year.

QUESTION #2

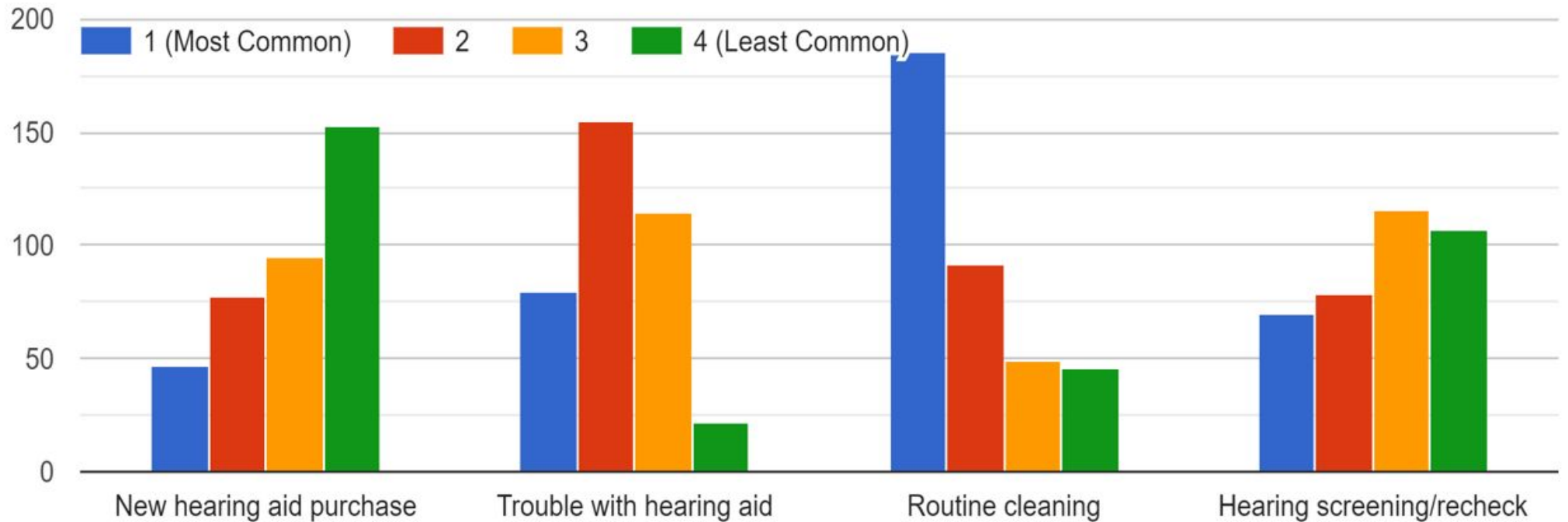
AFTER AN INITIAL HEARING AID FITTING, HOW MANY TIMES A YEAR IS A PATIENT SEEN ON AVERAGE AT YOUR CLINIC?



- About **58%** of patients are seen 3 or more times per year.

QUESTION #3

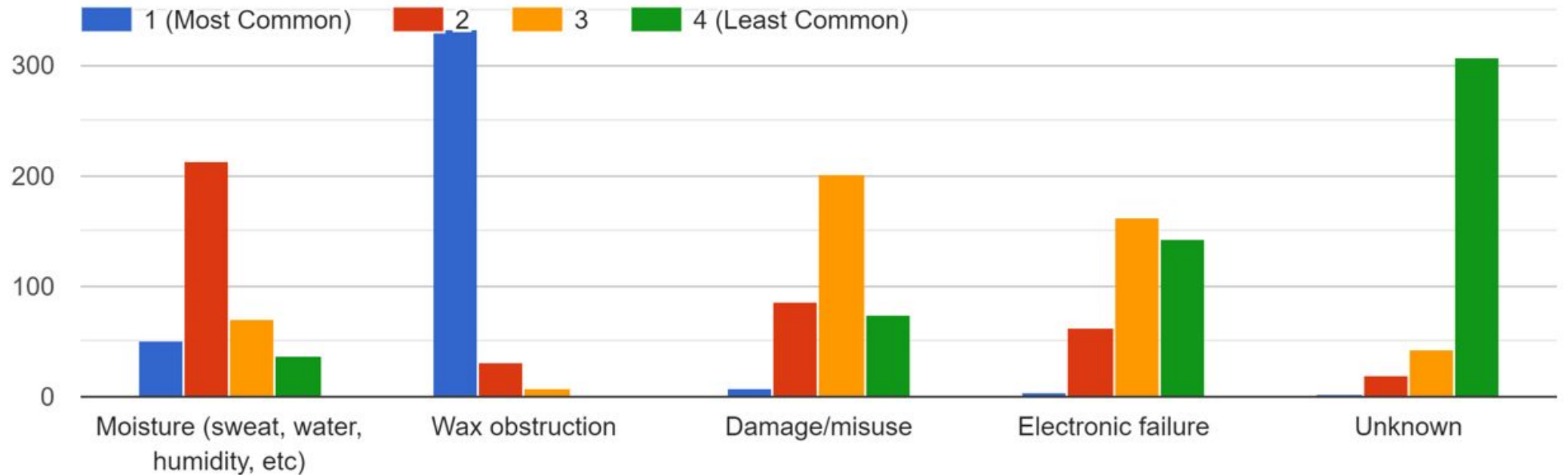
PLEASE RANK THE FOLLOWING REASONS FOR A PATIENT'S OFFICE VISIT.



- Practice services like **aid cleaning** and **aid trouble** are the leading reasons for office visits.

QUESTION #4

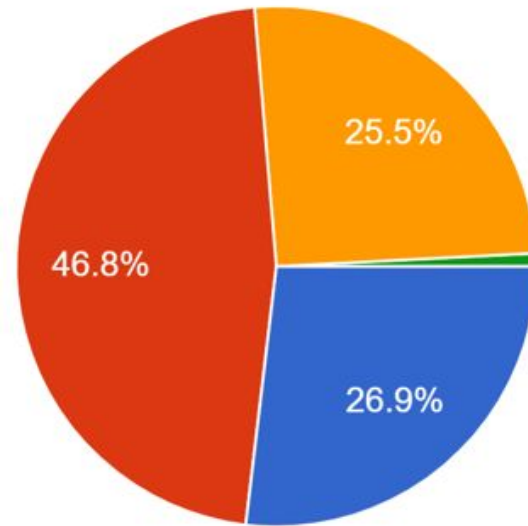
PLEASE RANK THE FOLLOWING REASONS FOR A PATIENT'S FUNCTIONAL HEARING AID ISSUE.



- **Wax and moisture (sweat, water, humidity)** are clearly the most common cause of functional aid issues.

QUESTION #5

ON AVERAGE, HOW MUCH TIME DOES YOUR OFFICE SPEND CLEANING AND/OR DRYING AIDS EACH DAY?

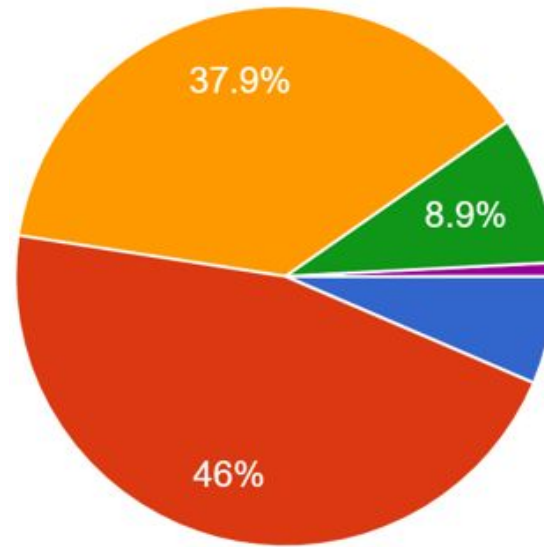


- Less than 1 hour
- 1-2 hours
- 3-5 hours
- More than 5 hours

- **73%** of offices spend an hour or more manually cleaning aids every single day.

QUESTION #6

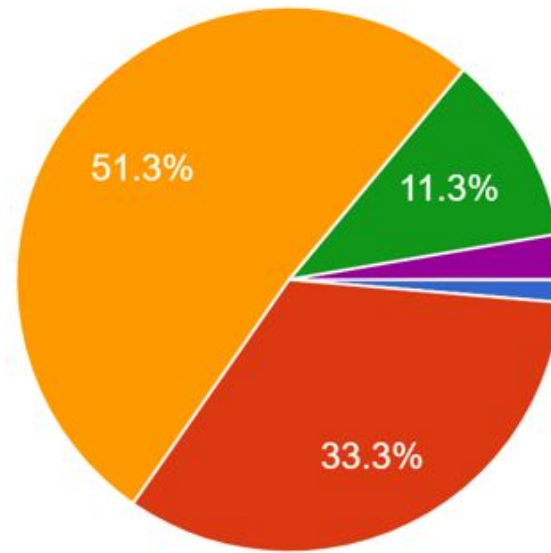
HOW MANY TIMES, *WHILE UNDER WARRANTY*, IS A PATIENT'S HEARING AID TYPICALLY SENT IN FOR REPAIR?



- Never
- 1 time
- 2 times
- 3 times
- More than 3 times

- **Nearly half** of all aids are sent in for repair *multiple times* while under warranty.

QUESTION #7
HOW MANY TIMES,
OUTSIDE OF WARRANTY,
IS A PATIENT'S HEARING
AID SENT IN FOR REPAIR
BEFORE BUYING A NEW
DEVICE?

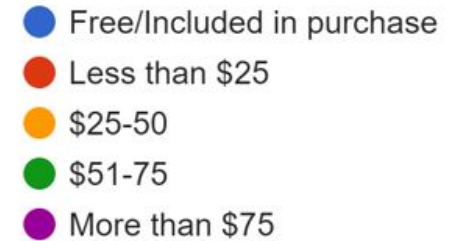
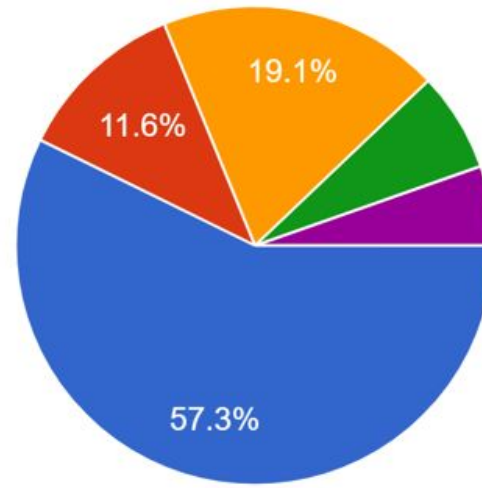


- Never
- 1 time
- 2 times
- 3 times
- More than 3 times

- **Two-thirds** of all aids are sent in for repair *multiple times* after a warranty expires.

QUESTION #8

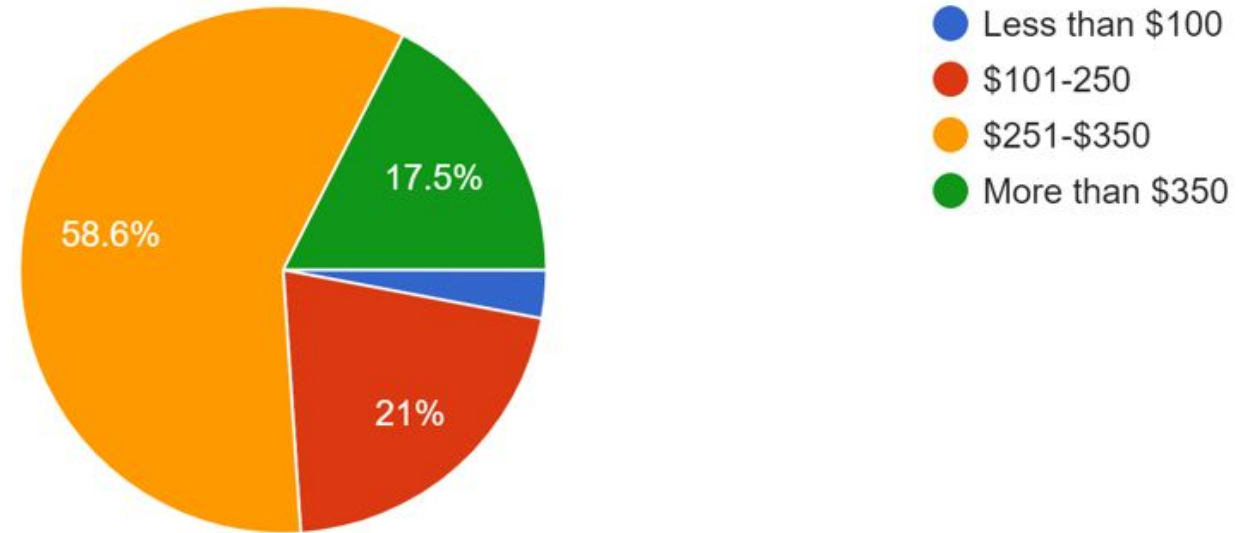
WHAT IS THE AVERAGE PATIENT COST OF AN *IN-HOUSE* REPAIR?



- **95%** of in-house repairs cost a patient less than \$75.

QUESTION #9

WHAT IS THE AVERAGE PATIENT COST OF A MANUFACTURER REPAIR?



- **76%** of manufacturer repairs cost a patient more than \$250.

KEY FINDINGS

- Most surveyed practices are seeing 300 or more patients/year.
- Patients are commonly visiting every 2-4 months.
 - Aid cleaning/trouble are leading reasons for visits.
 - Wax/Moisture (sweat, water, humidity) are clearly the reasons for most functional issues.
- Aid cleaning requires one to five hours of office time each day.

KEY FINDINGS

- Most hearing aids are sent in for repair while *under warranty*.
 - Nearly half of aids are sent in for repair on multiple occasions while under warranty.
 - In-warranty repairs are often included with the purchase of the aid.
- Nearly all hearing aids get sent in for repair while *out of warranty*.
 - 2/3rds of aids are sent in for repair on multiple occasions while out of warranty.
 - 3/4ths of out of warranty manufacturer repairs cost a patient more than \$250.