

# THE JOURNEY OF A PATIENT

A closer look at our phase 2 process

Our Community-Based Hearing HealthCare Program utilizes a three-phase, continuous action model. After identifying patients in Phase 1, we provide free hearing aids and care to individuals in need during Phase 2 through our hearing missions.

Follow the journey of a patient as we give the gift of hearing...



## 4 Hearing Aid Fitting Station

Patient is fit with hearing aids and receives the gift of hearing.



## 5 Counseling Station

Patient meets with a counselor and receives documentation and instruction on how to use and care for their new hearing aids.

Topics discussed include:

- How to clean earmolds
- How to properly insert and remove earmolds
- How to turn on and off the hearing aids
- How to adjust volume
- How to replace batteries

## 6 Final Check/ Battery Station

Patient receives final check from our team and asks any additional questions. Any issues are addressed and patient may be sent back to a previous station if additional care is needed.

Patient receives a supply of batteries.

Patient's ID form is collected and the patient's Phase 2 experience is complete.



## 7 Data Entry Station

Patient information is entered into the database system.



## 1 Registration

Patient is checked in and receives:

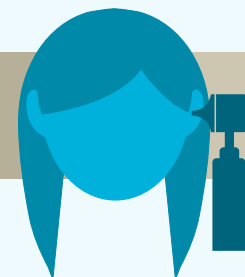
- Patient ID card
- Patient ID form
- Custom earmolds  
Please note: We take ear impressions of all patients during Phase 1, so we have their custom earmolds ready for Phase 2.
- Information on what to expect at the hearing mission



## 2 Ear Screening

Patient's ears are examined. Patients with "clear" ears are sent to the Hearing Aid Fitting Station.

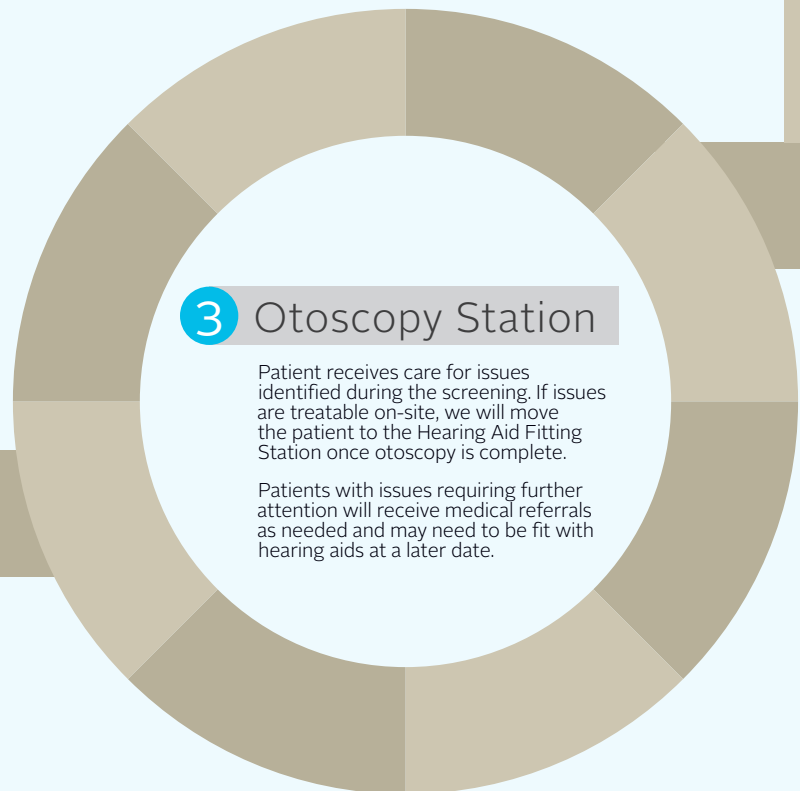
Patients with issues, such as wax buildup, infection, or perforation, are sent to the Otoscopy Station for further treatment.



## 3 Otoscopy Station

Patient receives care for issues identified during the screening. If issues are treatable on-site, we will move the patient to the Hearing Aid Fitting Station once otoscopy is complete.

Patients with issues requiring further attention will receive medical referrals as needed and may need to be fit with hearing aids at a later date.



### Walk-In Patients

While we try to identify as many patients as possible during Phase 1, additional people in need of help always come forward during Phase 2. We don't want to turn anyone away, so we often provide care to walk-in patients. We have a special area for testing to identify if these individuals are good candidates for hearing aids. Once we determine whether hearing aids are needed, we walk them through the patient journey and provide stock earmolds (custom earmolds are provided at a later date) so they can leave with the gift of hearing.

### Phase 3: AfterCare

AfterCare is the third phase of our Community-Based Hearing HealthCare Program, and it helps us ensure that patients have ongoing access to the care they need. We work with our local teams to deliver services like additional counseling, batteries, and hearing aid/earmold repair or replacement over the phone, at schools and at service centers across the world. We also regularly see AfterCare patients at our Phase 2 hearing missions and have a dedicated area to provide additional support.