The NIHL POC outlines evidence-based services to reduce the impact of hearing loss by providing hearing aids to improve workers’ quality of life.

**Worker Population**
Workers with an approved claim for occupational NIHL who require a new hearing aid(s).

**Program Duration**
The NIHL POC covers all services associated with the provision of hearing aids up to 1 year from the date of assessment.

**Program Components**

**Assessment**
- **Audiometric testing** (if not already conducted in the last 6 months) – determines type, degree and configuration of hearing loss.
- **Evaluation of communication needs** – determines impact of hearing loss on communication and quality of life, as well as communication goals.
- **Pre-fitting counselling and information**
- **Hearing aid selection** – to meet lifestyle, communication, health, social and vocational needs.
- **Prescription** – from audiologist or physician.

**Dispensing and Fitting (1-2 weeks post-assessment)**
- **Listening check and electroacoustic measures** – ensure hearing aids are working to specifications.
- **Programming** – based on validated prescriptive fitting formula or procedure.
- **Physical fit and sound quality** – adjustments to ensure comfort, ease of use and optimal sound quality.
- **Hearing aid instructions for workers** – use, care and maintenance.
- **Worker education** – counselling, education, information and social supports.
- **Verification using real ear measurements**
- **Provision of batteries** for first year of use.

**Initial Follow-up (2-4 weeks post-fitting)**
- Re-programming, physical fit adjustments and cleaning, remakes and repairs of hearing aids as required.
- Worker education and re-instruction.

**Progress Follow-up (90 days post-fitting)**
- **Validation**: completion of worker’s self-report
- **NIHL POC Hearing Aid Outcome Questionnaire** and record hearing aid use data.
- **Re-programming**, physical fit adjustments and cleaning, remakes and repairs of hearing aids as required.
- Worker education and re-instruction.
- Completion of **NIHL POC Hearing Aid Outcome Report**.

Fax or mail the following to WSIB within 5 business days:

**After Assessment:**
- **Audiogram** (if not already conducted in the last 6 months).

**After Dispensing and Fitting:**
- **Manufacturer’s invoice**.

**After Progress Follow Up:**
- **NIHL POC Hearing Aid Outcome Report**.
- **NIHL POC Hearing Aid Outcome Questionnaire**.
- **Manufacturer’s invoice** (if not previously submitted).

*Keep on file (A copy may be requested periodically):*
- **Prescription**.
- **Verification using real ear measurements**.

**Additional Follow-up (up to 365 days post-assessment)**
In some instances, additional follow-up visits after the progress follow-up may be required and should be based on the needs of the worker. See Reference Guide for details.

For questions, call the Health Care Professional Access Line:
1-800-569-7919 / 416-344-4526, Monday to Friday.