

Information about your home visit

This is a brief guide to the planned visit by our audiologist. If you have any questions or concerns about any of these points, please contact us by telephone on 01303 256995

We cannot give you an exact time for your home visit. Traffic conditions and other considerations make it impossible to give an exact time. We will do our best to arrive when we say we will and to let you know if plans change.

All our audiologists carry a photo ID card and you can ask to see this when the audiologist arrives.

Please make sure that you have an electrical power point available for the audiologist to connect their computer and other equipment.

If you have a table and two upright chairs this is the best setting for the hearing test to be carried out. We may need to move things around to make the examination easier, but we will ask you first and put everything back in place before we leave.

Please do what you can to keep noise to a minimum for the hearing test. Please ensure that the TV or radio is off and that any other sources of noise are minimised so that the test can be as accurate as possible.

You should not smoke during or immediately before your appointment.

Please keep pets out of the room during the test if possible. Some of our audiologists have animal hair allergies, so if you have a dog or a cat, you need to tell us when we book the appointment.

We encourage you to have a friend or relative present during the test, but please try to avoid having too many people around as this can make the work of the audiologist difficult.