

Policy for Lost Processors

Background

A lost processor and its accessories (coils and cables etc) bring this cost to nearly £6,000 and this is currently absorbed by the Auditory Implant Service (AIS).

Policy

AIS aims to replace any lost processors as soon as possible. If an implant user loses a processor, this must be reported to the police and AIS must be provided with the police report number as this might lead to the processor being recovered.

Implant users are responsible for taking good care of their processors. We encourage implant users to use retaining equipment for the processors in order to avoid processors being lost. Children should use retaining equipment all of the time and adults should use it for particular activities such as sport.

If an implant user loses 2 processors in any 2 years (regardless if they are bilaterally implanted or not), AIS will switch the processor configuration to body worn. If the body worn configuration is not available baby worn will be used. This configuration should help the implant user, retain the processor and avoid it being lost. The body/baby worn configuration will be issued for a minimum of 6 months, but this could be for a longer period. At the end of the 6 months this will be reviewed.

If an implant user loses more than 2 processors in 2 years and these are not found and returned to AIS, the implant user or their family will be asked to meet with AIS staff to discuss if there are any issues which are contributing to processors being lost. A charge could be levied.

In the event of a lost processor implant users or their parents will need to complete the lost processor form (see reverse) and send it to AIS. We will not be able to send any further replacement equipment or batteries until this form is received by AIS.

Bilateral implant users

If the implant user is implanted bilaterally, both processors will be changed over to a body/baby worn configuration. The implant user will be asked to pick up the replacement processors in order to hand in the one that was not lost.

Replacement processors for lost ones will have a small sticker on the inside saying:

'If found, please call 02380584068'

This sticker will be available to other patients should they want to have one.

University of Southampton Auditory Implant Service

Building 19, Highfield, Southampton SO17 1BJ United Kingdom

Enquiries: +44 (0)23 8059 3522

Repairs Hotline: +44 (0)23 8058 4068

Fax: +44 (0)23 8059 9608

Text: +44 (0)7887 790765

Email: ais@southampton.ac.uk

Website : www.southampton.ac.uk/ais

If your processor has been lost please complete and return this form to us:

F.A.O Ed Heard, Auditory Implant Service, University of Southampton,
 FREEPOST (SO286), Highfield, Southampton SO17 1YN

Name		Type of Processor	Please tick
Address		CP 810	
		CP 910	
		Freedom	
		Rondo	
		Opus 2	
		Harmony	
		Neptune	
Postcode		Saphyr	
		Naida	

The loss has been reported to the Police. Reference Number: *	
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<p>When and where was the processor lost?</p> <p>Is this the right or left processor (if implanted bilaterally) ?</p>

<p>What steps were taken to recover the processor?</p>
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<p>What steps have been taken to avoid it happening again?</p>
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Was the speech processor insured?	Yes	
	No	

***NB This is not a requirement of AIS but is at your own discretion.**

1. I declare that the above processor has been lost. If it should be found, I will immediately return it to AIS.
2. I understand that should a second ear level speech processor be lost, I will be sent a speech processor in the body worn configuration.

Name:	Signature:
Print name of Patient or Parent/Carer	Signature of Patient or Parent/Carer