

# Essential Information

## Medical Support

In the usual course of events the only time when you might want to seek medical attention or advice urgently is immediately post-operation. Your first call should be your own GP who will have received information from the team. If you or the GP wishes to contact us for advice please use the usual numbers:

**023 8059 3522**

Email: [ais@southampton.ac.uk](mailto:ais@southampton.ac.uk)

Text message to office mobile: **07787 790765**

If there is a need we will then contact Mr Geyer, Mr Pringle, Mr Mitchell or Mr Hellier. At all other times medical problems should be able to be dealt with by your GP. If not please contact your local Accident and Emergency Department. You should let us know if treatment is required for a head injury, or if an ear infection does not respond to oral antibiotics.

## Preventing medical problems:

The information from the processor is sent across the skin via the coil to the internal implant. The coil has a magnet which holds it in place. The strength of the magnet can be changed if needed. If the coil falls off easily the magnet may not be strong enough. If it is too strong it can cause redness, soreness and skin problems which can become serious if left.

It is a good idea to check that the implant user's skin is healthy under the magnet on a weekly basis. **If any of the following are present please contact the implant service for advice:**

- **Redness**
- **Soreness**
- **Pain**
- **Swelling**

# Appointments

The above contact details can be used to change appointments.  
If leaving a message, please give as much detail and notice as possible.

## Equipment Problems

If there is a problem you cannot put right with your spares please contact us and we will either troubleshoot with you or arrange for you to come to the clinic for an appointment. Please contact us on the repairs hotline:

If we receive your call before midday we will normally be able to post spares that day for delivery the following day. Calls received outside office hours will be dealt with on the next working day. **Should you need a replacement processor, this will be posted to you once we receive the faulty one.**

Faulty and broken equipment must be returned to the Implant Centre. If processors are returned by post, you will need to get postal insurance cover at the Post Office which costs a few pounds. AIS can provide a special envelope for you if funding is an issue for you.

### Contact details for spares and repairs:

#### Opening times

Monday - Thursday 8.30am - 5pm

Friday 9am - 4.30pm

We are not open at weekends or Bank Holidays and have a reduced service over Christmas and Easter

Please see our website for details at that time.

Telephone: **023 8058 4068**

SMS/text only: **07887 790 765**

Email: [ais.repairs@soton.ac.uk](mailto:ais.repairs@soton.ac.uk)

You can also fill in a request on our website

[www.southampton.ac.uk/ais](http://www.southampton.ac.uk/ais)

and select the Spares and Repairs option on the left hand side.

**Please note: repairs requests received after 1 pm will usually be dealt with the next working day.**

### **Holiday Periods**

During the Christmas and Easter Holidays the university is closed. On mornings that are not public holidays or weekends we do provide a service for emergencies. Please leave a clear message on either of numbers above and a member of the team will contact you.