

Impression appointment: important information to read before your consultation

About your audiology appointment

An appointment has been arranged for you to attend our hospital so impressions can be taken of your ear(s). This will allow us to order new earmould(s) for you. When the earmould(s) are ready, we will contact you for them to be attached to your hearing aid(s).

Before the appointment

Please ensure that your ears are free of wax prior to the appointment by consulting your GP. The appointment will not be able to be completed if your ear/s are blocked with earwax.

If you feel that you do not need this appointment, please contact the audiology team. If you require additional support for the appointment, for example an interpreter or patient transport, please contact us in advance.

Important information about COVID-19

You must let us know if you think you have symptoms of COVID-19 (coronavirus) including a high temperature, new continuous cough, or loss or change in your sense of smell or taste. Up to date information on symptoms is available here: www.nhs.uk/coronavirus.

As part of our additional infection control and prevention measures, you will be contacted the day before your appointment to be screened. On arrival to the hospital, you may be asked some screening questions before you enter the building and have your temperature checked.

Before you travel to the hospital for your appointment, please ensure you wear a face mask. You will need to always wear your face mask during your hospital visit. Hand sanitiser will be available for you to use at all our entrances.

During the appointment

An audiologist or associate audiologist will call you into the consultation room and ask you some questions to ensure the earmould(s) requested is the most suitable for you. They will proceed to examine your ear/s and if the ear/s are clear, a small piece of soft sponge will be temporarily inserted into your ear canal.

The clinician will mix up some putty in their hands to syringe it into your ear canal. This putty is at room temperature and will be in your ear canal for approximately five minutes. Once hardened, the material will be removed from your ear. It is this impression that is used

to make your earmould. If at any time during the procedure, you cough or your ear feels ticklish, please do not worry as this is normal.

It is important that you avoid speaking while the putty is in your ear/s as it can affect the outcome of the impression.

If you experience any discomfort at any point during the procedure, please let the clinician know immediately.

In total the appointment will take approximately 15 minutes.

Contact us

Telephone: 020 8375 1117 or 020 8216 4912

Email address: RF-TR.AudiologyAdmin@nhs.net

More information

For more information about the audiology service at the Royal Free London, please visit our website: www.royalfree.nhs.uk/services/services-a-z/audiology

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: rf.communications@nhs.net

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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Service: Audiology

Version number: 2

Leaflet Reference: RFL782

Approval date: November 2022

Review date: November 2024

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