

# How to Order Batteries and Supplies:

One to four weeks after you receive your hearing aids, you will get a box from the Denver Acquisition and Logistics Center (DALC). It will contain the following items:

- Six-month supply of batteries
- Bubble envelope
- Address label
- Battery request card (blue)
- Repair card (white)

When you have two packages of batteries left, it is time to order more. You can order your hearing aid batteries and/or supplies using one of three ways.

1. Complete the blue battery request card, put a stamp on it and mail it.
2. Call DALC: 1-303-273-6200; available 24 hours a day.
3. Log-in to [www.ebenefits.va.gov](http://www.ebenefits.va.gov) and follow the instructions.

**Hearing aids are expected to last four to six years. Excessive loss or damage of hearing aids or associated devices may result in denial of new devices and/or the fitting of reconditioned devices.**

## Contact Information:

### Biloxi VAMC

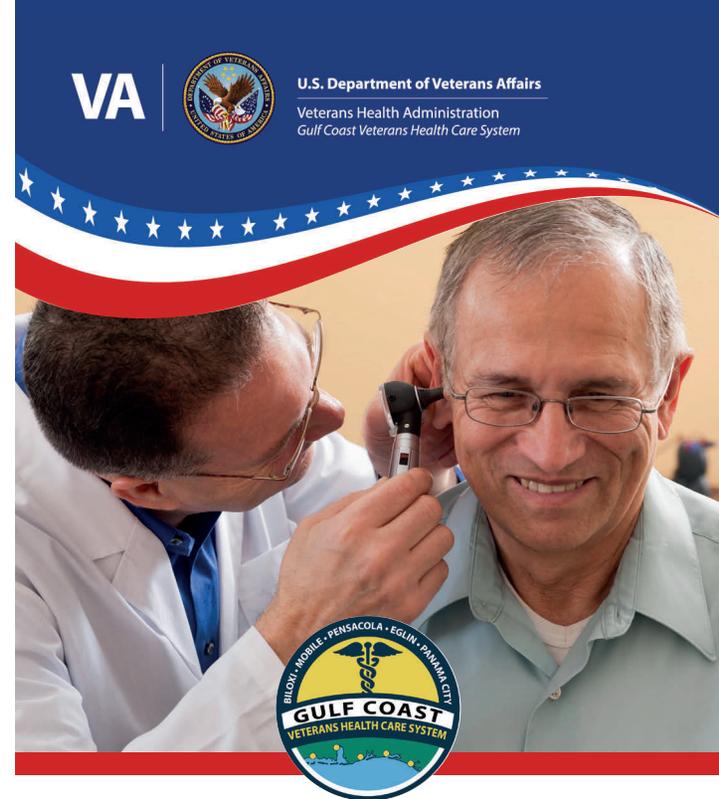
Audiology Department (126)  
400 Veterans Ave.  
Biloxi, MS 39531  
(228) 523-5480

### Mobile VA Clinic

Audiology Department (126)  
1504 Springhill Ave.  
Mobile, AL 36604  
(251) 219-3923

### Joint Ambulatory Care Center

Audiology Department (126)  
790 Veterans Way  
Pensacola, FL 32507  
(850) 912-2226



## GULF COAST VETERANS HEALTH CARE SYSTEM

## AUDIOLOGY CLINICS

*Same Day Clinic Available!*

**BILOXI VAMC** | Mississippi  
**MOBILE VA CLINIC** | Alabama  
Monday-Friday

9 a.m.-11 a.m. and 1 p.m.-3 p.m.  
Mobile Clinic closed third Tuesday afternoon of month

**JOINT AMBULATORY CARE CENTER/JACC** | Pensacola, Fla.  
Monday-Friday

8 a.m.-11 a.m. and 1 p.m.-3 p.m.  
Pensacola Clinic closed fourth Thursday afternoon of month

Closed Federal Holidays

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## Same Day Service:

- Hearing aid cleaning and maintenance
- Hearing aid adjustment and/or problems
- Hearing aid issue for **experienced user**
- Hearing aid assistive listening devices (for example, Bluetooth devices)
- Hearing re-tests for previous patient (if adequate staffing)

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## Requires Scheduled Appointment:

- Hearing aid issue for **new user**
- Communication workshop
- Tinnitus management
- Cochlear implant management
- Balance evaluation
- Central auditory processing disorder management
- Hearing tests for new patient

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## Problems with Your Hearing Aid?

### If your hearing aid is not working:

- Change the battery
- If your hearing aid has a small, white filter and/or dome on the end, it may be clogged and need to be changed

### If your hearing aid is still not working:

- Use Same Day Access Clinic (hours listed on front of pamphlet)
- Send to DALC by mail using label/card provided in battery box (see back of pamphlet)

### If your hearing aid is lost:

- Call the clinic and report it as missing; it will be noted in your file
- Continue searching for missing hearing aid for seven calendar days
- If still not found, notify the clinic and replacement procedures will be started

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## Hearing Aid Care:

**Blue = Left Ear** | **RED = Right Ear**

- Open the battery door at night and when not using your hearing aids
- Batteries generally need to be changed once a week, depending on how often you wear your hearing aids
- Clean your hearing aids daily with a dry cloth and remove wax with cleaning tool
- Use your hearing aids daily, all day
- Do not use your hearing aids when showering or sleeping
- Do not apply hair spray or other hair products while wearing your hearing aids
- Store your hearing aids and batteries where they cannot be reached by children or pets
- If you have a hearing aid with tubing, the *tubing needs to be changed when it becomes hard and brittle* (about every four to six months)