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 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

I CARE
DEPARTMENT OF VETERANS AFFAIRS

VHEC
VETERANS HEALTH EDUCATION COMMITTEE
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MMS, 16-227B, 5/2016V

VA
U.S. Department of Veterans Affairs
Veterans Health Administration
Gulf Coast Veterans Health Care System

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VETERANS HEALTH CARE SYSTEM

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

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)

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

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

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)