



Cutting your new ear mould to size when you don't have an old ear mould

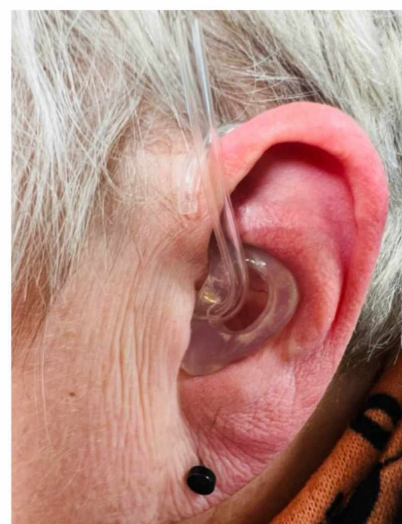
Information for patients from the Audiology Department

The following instructions are for patients who need to cut their new ear mould to size, but don't have an old ear mould to use. If you have any questions, please contact the Audiology Department.

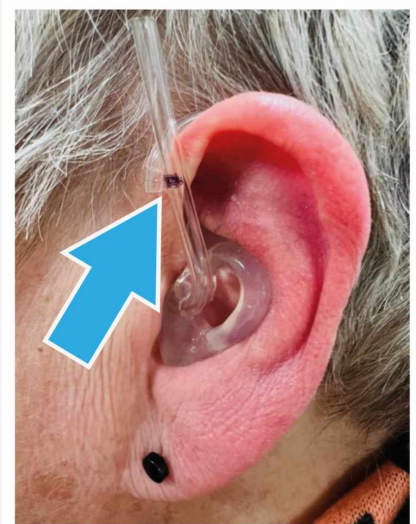
- Your new ear mould(s) is enclosed with these instructions.
- You will need scissors to cut the mould(s).
- Please follow the five steps below.



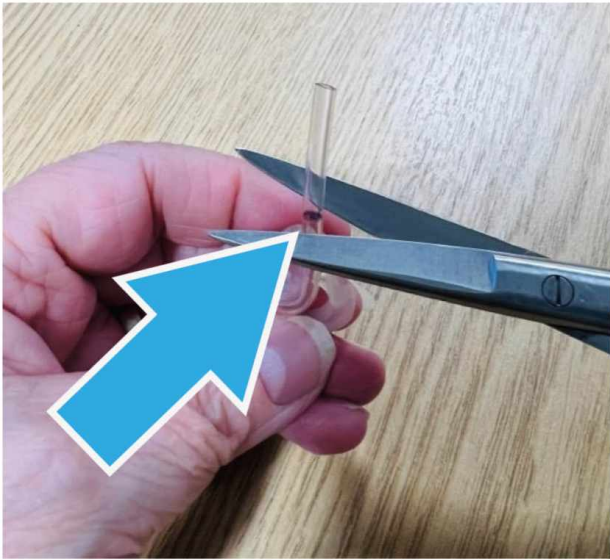
Step 1: Hang your hearing aid on your ear, as it normally sits.



Step 2: Insert your new mould in your ear.



Step 3: Mark the cut-off point with a pen or sharpie.



Step 4: Cut carefully at the marked cut-off point.



Step 5: Reattach your hearing aid.

If you have any problems or issues fitting your new ear mould, please contact the Audiology Department.

- **Audiology Department**

Telephone: 01227 864252

Lines are open 10am to 12 noon, and 2pm to 4pm

Email (ekh-tr.audiology@nhs.net)

This leaflet has been produced with and for patients.

Please let us know:

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

You can let us know this by:

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

Any complaints, comments, concerns or compliments, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email (ekh-tr.pals@nhs.net).

Patients should not bring large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

Further patient information leaflets are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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