

Hearing, Speech, RLD

From: Gerid Adams <geridadams@hearingloss-ggr.org>
Sent: Wednesday, October 16, 2019 9:16 AM
To: Hearing, Speech, RLD
Cc: Denise Adams
Subject: [EXT] Support for Proposed Changes to HB48 (Telecoil Legislation)

Dear Board Members,

There is an effort starting in Michigan to have a regulation put in place mandating that hearing care providers counsel clients on telecoil and other technology that may come on line that meets the requirements of the ADA in regard to assistive listening systems. For that reason we have been following the recent activity in New Mexico and elsewhere on this matter.

We see that you are considering two changes to your rules in regard to this technology and are surprised by one of them. The proposed clause to appear on hearing aid sales contracts was obviously drafted as a way to protect audiologists and hearing instruments specialists from frivolous complaints from disgruntled consumers. It appears, though, that the proposed changes limits the chances of a legitimate complaint being resolved in favor of the complainant if, in fact, the counseling of that client on the technology did not take place. An occasional unscrupulous provider could choose to skip the counseling and then, if a complaint is registered, use that clause to "prove" that the counseling was given.

We see on the website of the Committee for Communication Access in New Mexico (www.ccanm.com) that they have suggested a revision of that paragraph so that it would require that both the buyer and the seller initial it and that the telecoil status of the hearing aids covered by that receipt. We believe this change would provide even better protection to the seller while, at the same time protecting the consumer and we respectfully suggest that you to make the suggested change in your proposed verbiage.

Gerid Adams
President of HLAA Greater Grand Rapids

Hearing Loss Association of America, Greater Grand Rapids (Formerly The OAK Chapter)
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