



We understand how important it is for your hearing aids to be functioning properly. We want to help get them in good working condition as soon as possible when something goes wrong. Here is what you can do if you are having trouble with your hearing aid:

1. Call the Audiology department at (636-685-8250) to schedule an appointment with an audiologist. Our support staff will work with you to find a time to see an audiologist.
2. Come to Hearing Aid Clinic on Monday or Thursday from 8:30-10:30 and one of our audiologists will be available to help service your hearing aid. There is no need to call ahead or make an appointment for the clinic. Hearing aid clinic is first-come, first-served and is available for patients **with repair or maintenance issues only**. *If your hearing aid needs reprogramming or adjusting (volume adjustments or sound quality changes, for example), then an appointment is necessary.*
3. Drop your hearing aid off anytime during regular business hours Monday through Friday 8:30 AM – 5:00 PM. Our secure Drop Off Box is located in the lobby near the drinking fountains. Fill out the drop off form and place the completed form along with your hearing aid/s in one of the provided plastic bags. Place the plastic bag down into the Drop Box. One of our audiologists will look at your hearing aid and contact you, generally within forty-eight business hours.

There is a minimum \$25 fee for Hearing Aid Clinic and Drop Off services if the hearing aid is out of warranty.

Do you need extra supplies like domes or wax guards/filters? You must contact us with your order so we can package the correct supplies and have them ready for you to pick up at the front desk.

Call our direct line (636-685-8250), contact us via email at supplies@entmidwest.com, send a message through the Follow My Health patient portal or visit our website entmidwest.com to place your supply order. We will have your supplies ready in forty-eight business hours to be picked up at the front desk.