

# Information Bulletin

## WorkSafeBC Contracted Hearing Aid Manufacturers

February 5, 2013  
*Hearing Aid Returns*

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### Hearing Aid Returns

During the trial period, an injured worker can return or exchange their hearing aid at the contracted hearing aid provider that fit them. The hearing aid provider then returns the aid to the manufacturer. When the clinic returns the aid to the manufacturer, the clinic is responsible for ensuring the manufacturer receives the aid and for investigating any products deemed delayed or lost in transit.

**If an aid is being returned, the manufacturer is to credit WorkSafeBC, and is requested to send a copy of the credit to the dispensing clinic.** Hearing aid clinics were notified they should request a copy of the credit from the manufacturer in these circumstances to assist in their tracking and ensure the appropriate set of aids is paid for by WorkSafeBC.

*“The Hearing Aid Manufacturer Bulletin serves as a communication channel between Health Care Services and the providers. If you would like to be added to the email list, or if you already receive this email and would like to change the email address or be removed from the list, please send an email to [hcsinqu@worksafebc.com](mailto:hcsinqu@worksafebc.com) requesting the change.”*