Costco Hearing Aid Center
Fitting Protocol- Required for All Members

- All fittings must start with a complete audiometric evaluation* within the previous 6 months.
- The dispenser is responsible for obtaining either a physician’s medical release or a signed waiver prior to fitting any member with hearing aids.
- A thorough case history and consultation is required to assess the needs of the user and establish goals and expectations of the fitting.
- Do not use the trial period or return policy as a sales tool. Before completing the sale, gage the commitment of the user by gaining verbal agreement that they are partners in the fitting. The user must be willing to put forth effort to adjust to hearing aids for at least 90 days after delivery.
- It is recommended that instrument selections are within the manufacturer’s specifications and fitting range for the selected model as compared to the member’s audiogram.
- Instrument selection needs to provide the user with adequate head room and reserve gain whenever possible.
- The dispenser is responsible for going over the user’s manual and explaining to the member how to use and care for their new instruments.
- The dispenser is to provide the user with a copy of the wearing schedule and other aural rehabilitation material posted on the company intranet when appropriate.
- Every member that purchases hearing aids at Costco gets a follow up appointment, no exceptions. Follow up appointments should be scheduled within 2-3 weeks of the initial fitting.
- At the follow up, the dispenser must confirm and document that the hearing aids fit, function, and provide benefit to the user. The goal is to make sure the fitting is addressing the needs that were originally targeted.
- The dispenser is responsible for troubleshooting problems and documenting such in the clinical notes of the member’s file.
- The dispenser must verify the fitting using Real Ear probe microphone measurements at the fitting appointment.
- The following outcome measurement tools are also recommended:
  - Aided and unaided sound-field testing for functional gain measures
  - Quick-SIN aided and unaided testing
  - COSI or APHAB questionnaire
- The dispenser must explain to the user the results of the fitting verification tool used. Based on the results achieved, additional follow up may be required.
- Regular hearing aid cleanings and yearly follow up exams for re-testing are recommended.
- These guidelines are for all Costco employees. In addition, dispensers are responsible for upholding any statutory or federal regulations as required by law.

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* See Costco Hearing Aid Center Test Protocol for definition of “complete audiometric evaluation”.