

# GETTING READY FOR A BIONIC EAR

*What to Expect at Surgery and Initial Stimulation*



*By Advanced Bionics*

# WHAT TO EXPECT at Surgery and Initial Stimulation

Congratulations on making an exciting life-changing decision—choosing the Harmony™ HiResolution™ Bionic Ear System (Harmony). You must be filled with anticipation, excitement, caution, hope, desire, and wonder. Now there are two specific events ahead of you: *surgical placement of the Harmony implant, followed by turning on your Harmony System two to four weeks after surgery.*

This guide, along with a helpful DVD, provide the basic information you need prior to surgery and initial stimulation. It is also important to understand what to expect from the days, weeks, and months ahead.



*"I've been implanted since 2001, and it has been the greatest gift I have ever received. From the moment I was hooked up, I loved my implant because it has truly given me back my life."—Michelle Tjelmeland, implanted at age 27, bilaterally implanted at age 33*

# THE FIRST STEP is PREPARING for Surgery

## What are your feelings about surgery?

Are you nervous or excited about surgery? Everyone looks at surgery from their own perspective. To some it can be a source of anxiety, which may be heightened for parents of a small child who want to make the best decision for their child. For adults, too, surgery can be daunting. However, to get to the part you're looking forward to—hearing your world—surgery is a necessary part of the process. The good news is that cochlear implant surgeries are done thousands of times each year around the world. The procedure is relatively straightforward, and patients usually go home the same or very next day.

## What are the risks of surgery?

In general, any type of surgery has some associated risk with it. Your doctor is the best person to address your concerns about the risks of cochlear implant surgery. You or your child will go through pre-surgical examinations to make the surgeon aware of any special circumstances that need to be considered.

### *Here are some facts about cochlear implant surgical risks:*

- There is always a risk of infection associated with surgery. You should note the healing process of the wound and your or your child's general health after the surgery. Your doctor will give you signs to look for. If you notice anything wrong, alert your doctor immediately so he or she can treat any possible infection promptly.
- Cochlear implants have been associated with a higher than typical occurrence of meningitis. This risk is reduced by vaccination, which your surgeon can discuss with you prior to surgery.
- There is a rare risk of complications with anesthesia. For parents, it is helpful to know that your anesthesiologist is experienced in pediatric surgery anesthesia. You have every right to be informed about your medical team, so don't be afraid to ask.
- As with most ear surgeries, there is a possible disruption in the sense of taste, balance, and/or facial nerves. These problems are rare and, if they occur, usually are temporary.
- After surgery, minimal pain or tenderness at the site of the incision may be experienced, and this usually dissipates within a short period of time. Your doctor will prescribe pain medication as necessary.
- Your medical team and surgeon will review all relevant information about the surgery and any other potential risks.

# ADULT IMPLANTATION Preparing for Surgery

## Getting Ready

Don't hesitate to ask your cochlear implant surgeon and audiologist questions about the surgical process, what to do to prepare yourself, and what to expect in the recovery process. The more you know, the more comfortable you will feel. You may wish to talk to someone who's been there before you. **The Bionic Ear Association (BEA)** will put you in contact with other cochlear implant recipients to learn of their experiences before and after surgery. You can also visit [www.AdvancedBionics.com](http://www.AdvancedBionics.com) and read the user stories. Many people find it very comforting to read these. Be sure to watch the *Getting Ready for a Bionic Ear* DVD included in this brochure.

## Someone to be With You at the Hospital

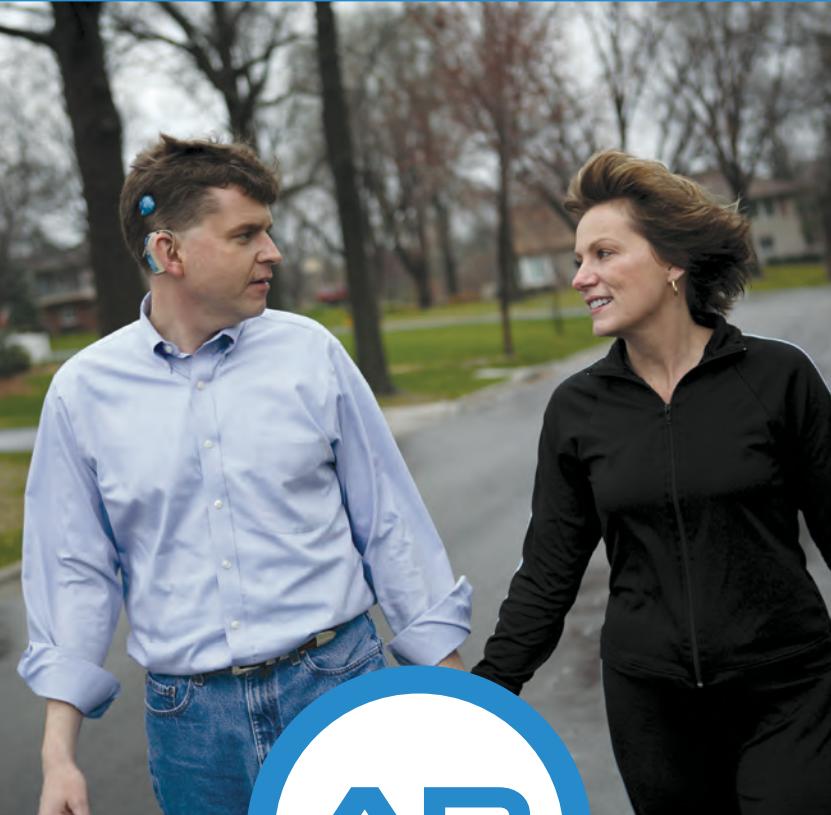
Something that people often don't realize beforehand is that you might need someone with you on the day of surgery to help with any communication needs. If you are a hearing aid user, there will be times when you cannot use your hearing aid. There may be times when someone will talk to you with a

mask on, which can pose a challenge to those who rely on lip-reading. Of course, your implant team is aware of these communication challenges. It still can be helpful to have someone you trust with you just in case you need help communicating. That person can likely accompany you into the surgical preparation area. It's a good idea to be prepared with pencil/paper or a dry erase board to ease your communication during this time. Bring a sturdy case, labeled with your name and hospital ID number, to store your hearing aid in and consider giving it to your support person to hold onto while you are in surgery.

## Someone to Take You Home

Most likely, you will not be permitted to take yourself home after surgery, especially if it is outpatient and you are sent home that day. If the person supporting you during surgery preparation is not the same person taking you home later, make sure you arrange for someone to accompany you home and stay with you for a time while you get settled in. That person can ensure you have any prescriptions filled and understand your recovery instructions.

*"I felt like, okay, I can go ahead and make plans now to move forward with rebuilding my life."—Jim Alsup, bilaterally implanted at age 31*



## Before-Surgery Considerations

Has your insurance been approved ahead of surgery? If you need assistance, call AB's Insurance Reimbursement Department at **877.779.0229** or **800.678.3575** (TTY). You can also email us at [insurance@AdvancedBionics.com](mailto:insurance@AdvancedBionics.com). Make sure you know what insurance information you'll need to bring with you to the hospital and when to provide it.

Have you reviewed your hospital-provided, pre-surgery information? If you have not received this from your hospital or surgeon, contact them to request it. Make sure you have all of your questions about surgery and post-surgery answered in advance.

If you have been instructed that you will spend the night, don't forget to pack your personal belongings for an overnight stay.

## Pre-Surgery Checklist

- *Have you watched the AB surgery video?*
- *Have you read the hospital pre-surgery packet provided by the hospital?*
- *What day is your surgery?*
- *What time is your surgery check-in?*
- *Where do you need to go?*
- *Who is taking you to the hospital?*
- *When do you expect to go home?*
- *Who is picking you up to take you home?*

# PEDIATRIC IMPLANTATION Preparing for Surgery

## Prepare as a Parent

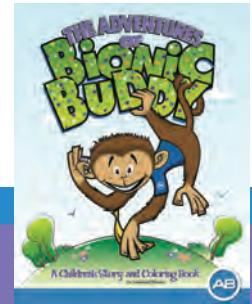
Surgery is usually more unnerving for the parent than it is for the child. So you need to prepare yourself. Even if you are nervous, try to be matter-of-fact about the surgery so your child will not sense your apprehension. It's important that your child sees that you are calm and confident about the surgery, which helps your child feel better and protected. Talk to your doctor and audiologist about how to prepare your child for surgery, and feel free to contact the BEA to be put in touch with other parents who have been through this experience. We encourage you to visit [www.AdvancedBionics.com](http://www.AdvancedBionics.com) and read the user stories written by parents about their child's journey to getting a cochlear implant.

## Prepare Your Child

Children generally are happier to know what's going on. AB gives all children receiving an implant a stuffed monkey to provide comfort to the child along the way. If you haven't received one of these, be sure to ask AB's Customer Service or

your clinician for one. Most children latch onto unilateral Bionic Buddy, or bilateral Melody, who often become a child's best pal during this process.

Preparing your child is as simple as playing. If your child is old enough to communicate and play with toys and books, you can download AB's coloring book to show what this visit to the hospital entails. Read and explain the coloring book to them, color the book together, and generally make sure they are familiar with the Bionic Buddy story, which they will be about to experience in real life. You can role-play with Bionic Buddy or Melody and their sound processors that help them hear, just like your child's will. You can also share the story with siblings, so they can understand the process. Another good idea is to play hospital with your child, if they are old enough. Let your child be the doctor, put the processor on Buddy or Melody, put on a bandage, and give them some pretend aspirin if their head hurts a little.



Take Bionic Buddy or Melody to the hospital on the day of surgery for your child to hold until the moment he or she falls asleep, and they will be there when your child wakes up. The familiarity of "My monkey is just like me" will give your child peace of mind during the process.



AB

## Before-Surgery Considerations

Has your insurance been approved ahead of surgery? If you need assistance, call AB's Insurance Reimbursement Department at **877.779.0229** or **800.678.3575** (TTY). You can also email AB at [insurance@AdvancedBionics.com](mailto:insurance@AdvancedBionics.com). Make sure you know what insurance information you'll need to bring with you to the hospital and when to provide it.

Have you reviewed your hospital-provided pre-surgery information? If you have not received this from your hospital or surgeon, contact them to request it. Make sure you have all of your questions about surgery and post-surgery answered in advance.

If you have been instructed that your child will spend the night, don't forget to pack his or her personal belongings for an overnight stay. Most importantly, don't forget Bionic Buddy or Melody.

## Pre-Surgery Checklist

- *Have you watched the AB surgery video?*
- *Have you read the hospital pre-surgery packet provided by the hospital?*
- *What day is your child's surgery?*
- *What time is surgery check-in?*
- *Where do you need to go?*
- *When is your child expected to go home?*
- *Is your child familiar with the story of Bionic Buddy and Melody? Remember to bring him or her along!*



# SURGERY DAY

The actual operation generally takes two to four hours. There is additional time in the preparation and recovery areas, because the surgery is done under general anesthesia.

## The Operation

1. The procedure itself is relatively simple. The doctor makes an arch-shaped incision in the skin behind the ear to access the area where the implant will be placed and where the implant electrode will be inserted. Typically, the doctor will have a small area of hair shaved away from the incision site.
2. The doctor will create an area that the implant will fit into and insert the implant.
3. The doctor will then insert the electrode into the tiny cochlea.
4. The doctor will close the incision and apply a bandage.

## Waking Up from Surgery

After surgery, you or your child will be brought into the recovery room. Waking up can include a feeling of grogginess and possibly a bit of nausea from the anesthesia and any prescribed sedatives. Sometimes the doctor prescribes anti-nausea medication. There may be some soreness or tenderness from the incision and surgery, but it won't last for long.



# AFTER SURGERY



Depending on the situation and your doctor's preference, you or your child may go home the same day or may stay the night in the hospital. You should be provided with post-surgery guidelines, including bathing and bandage treatment instructions, medication procedures, and possible activity restrictions. Make sure you understand and follow these post-surgery guidelines.

You may receive antibiotics or other instructions to prevent infection. You will be instructed to watch for swelling, redness, fever, bleeding, and/or excessive pain. Any of these or other symptoms provided by your doctor could be signs of infection, which your doctor will want to treat immediately. Be sure that you have an emergency contact number to ask questions should you or child need post-surgical treatment. Besides being watchful of infection, the natural healing process ensues—shaved hair will start growing back, discomfort and pain subsides, and other possible post-surgical symptoms typically dissipate.

*Most of all, your medical team will tell you what you need to know, but hopefully this information gives you a good foundation of what you can likely expect.*

*"Forty-eight hours after surgery, he was back to his old self, running and jumping all over the place."  
—Melissa Li, mother of Brandyn, implanted at 16 months of age*

# INITIAL STIMULATION for Adults and Children

Now that surgery is behind you, you're ready to begin the exciting part of the journey to hearing by turning on your Harmony™ HiResolution™ Bionic Ear System for the first time. Although the waiting period may seem to last forever, just keep reminding yourself that turning on your cochlear implant system will be a new beginning.

Approaching the initial stimulation session, everyone wants to know if they will hear right away, what sound will sound like, and if they will understand speech and music. Parents wonder if their child will be immediately aware of sounds and voices around them.

Every person is unique—with different medical and hearing histories and life experiences. What you will hear depends on many factors, such as how long you have had hearing loss, how much has been heard or not heard in the past, and other medical and physiological factors affecting the inner ear and auditory nerve. Everyone responds differently to what they hear at first.

## What Could It Sound Like?

At first, speech and sound from the environment can sound or feel like vibrations, clatter, or garbled noise. Some people can recognize speech right away, but it might sound high pitched like a “Mickey Mouse” voice, or mechanical and artificial. To others, it may start out sounding natural, just like they remember. Very young children may not have association or comprehension of sound, so they may not know right away that they are hearing. For adults with long-standing hearing loss, the brain may have been deprived of meaningful sound for a very long time, in some cases since birth, which requires time to learn or re-learn what sound is.

It's important to realize that the initial experience of hearing with a cochlear implant system does not set the stage for what sounds you will hear and interpret after a period of listening and practicing. High pitches (frequencies) are usually the first sounds people with hearing loss lose. When high frequencies are first brought into the sound picture, it can make things sound unnatural or “tinny.” It takes time for these sounds to become

*Every person is unique—with different medical and hearing histories and life experiences.*

# FIRST PROGRAMMING DAY: Expectations

natural. Being able to associate sounds with meaning can take time, too. Since many more sounds are coming all at once, it takes the brain time to learn, or re-learn, how to separate and identify individual sounds in the environment. People forget or are not aware of how many things make sound, since so many sounds haven't been audible. With patience and practice, the world of sound begins to make sense. As the brain adjusts and learns the complete sound picture, what you hear will become more natural.

*“During my initial stim, my audiologist was asking me questions, testing to see if I could hear the fluctuations. And I remember thinking that I couldn't, but I kept working to see if I could make them out. Then I remembered the advice that everyone had given me—just be patient, just relax, and take the time you're going to need to sort things out. Now everything does make sense, and the world sounds so beautiful. But you just don't know when you're starting out.”*

—**Sarah Sommers**, bilaterally implanted at age 29



# INITIAL STIMULATION: Preparation

Young children who have not yet developed auditory skills and oral language have some catching up to do. *Language is not created overnight, nor is awareness and comprehension of sound.* A two-year-old child who has been deaf since birth has to begin associating sound with words and words with meaning. It's impossible to predict how your child will react on the day of initial stimulation. *New sounds may be scary, confusing, or exciting to an infant or toddler.*

## The Objective of the First Appointment

The objective of the first programming day is simple: *to find a comfortable volume level across the frequency (pitch) spectrum* so that the first hearing program (sound processing program or "map") can be set. It has been a successful first day if an older child, teen, or adult can tell the difference between loud and soft sounds, or if the audiologist is confident that a younger child is receiving audible input. For children who cannot report what they hear, the programming software allows the audiologist to take measurements of the hearing nerve's responses to sound to guide the initial mapping.

## Getting Ready for the Appointment

If you want to know firsthand about the process, it's a good idea to talk to someone who has been there before. The BEA will put you in contact with other cochlear implant recipients or parents who can share their personal experiences with you. You can reach the BEA at [hear@AdvancedBionics.com](mailto:hear@AdvancedBionics.com). You can also visit [www.AdvancedBionics.com](http://www.AdvancedBionics.com) to read "Real Life Stories." Also, be sure to watch the *Getting Ready for a Bionic Ear* DVD.

*"Emily was turned on when she was a little over 14 months old. We didn't really know what to expect. When Betty Jane (the audiologist) turned on the sound, Emmy looked at me and just started bawling. To her, it must have been the loudest thing in the world, but we were so excited that she could hear something! When Emmy was calm, she was looking everywhere trying to figure out what it all was. From that moment, she wanted the implant system on all the time."*  
—**Helen Cartwright**, mother of Emily, implanted at 14 months, bilaterally implanted at age 5



## Learn the System Before the Appointment

If your audiologist provides you in advance with a Harmony™ HiResolution™ Bionic Ear System DVD and instruction booklet, be sure to read and watch the materials before going to the appointment. You can request them from the BEA by email at [hear@AdvancedBionics.com](mailto:hear@AdvancedBionics.com). It's important to become familiar with the parts of the system, so that you'll feel more comfortable operating the equipment on the first day.

## Preparing the New Processor System for the Appointment

Some audiologists will provide you with a Patient Processor Kit before the first appointment. If you have the kit, you will need to ***charge the batteries the day before the appointment.***

- Plug in the charger at least one night before your appointment.
- Slide in the PowerCel™ batteries to charge them overnight.
- Remember to take PowerCel batteries with you to the appointment, along with the Patient Processor Kit.

Some audiologists keep the kit in their office and charge the batteries for you. Refer to the Quick Start Guide, User Manual or Instructional DVD for further instructions on how to charge your batteries.



Fully-assembled  
Harmony Sound Processor



PowerCel Slim and  
PowerCel Plus slide on and off  
easily for charging



PowerCel Charger

# INITIAL STIMULATION: Preparation

## Who Should Attend the Appointment with You?

Although you can bring people to the first programming appointment, you should consider having only your closest, immediate family member or friend attend. Your audiologist may also have some input on who they recommend you bring, if anyone.

- **Adult or teen recipients** will need to focus on listening and working with your audiologist. It can be tiring and can take an hour or more. It is difficult to predict how much you'll understand right away. One or two people should be all the support you need.
- **For young children**, sometimes people want extended family, such as grandparents, siblings, or others to share in the wonder of these first hearing moments. However, a child can be overwhelmed or frightened during the process of programming. Having too many people in the room can potentially distract a young child. In addition, a child can have many different reactions to hearing sound, and it may not necessarily be the best time for others to participate.

*"Just thinking that our child would soon be entering the world of listening was incredibly exciting." —Cindy Roller, mother of Carson, implanted as an infant*



*At the first appointment, having too many people around can potentially distract a young child.*



*You should consider having only your closest, immediate family member or friend attend.*

# INITIAL STIMULATION for Teenagers and Adults

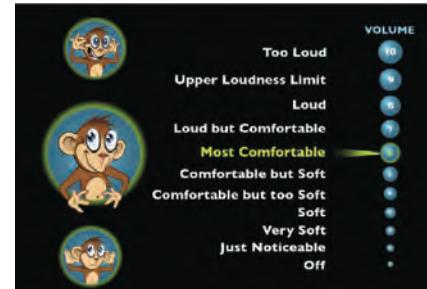
## System Setup

Your audiologist will connect the programming system to your processor and place the headpiece over your implant. The visit may begin with running diagnostics and testing the software to be sure everything is active, including your auditory nerve.

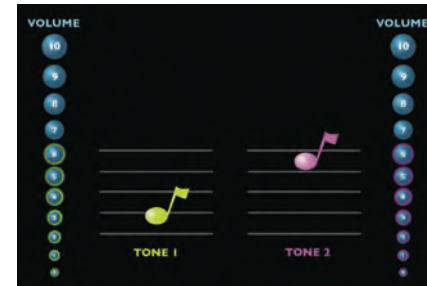
## Setting Volume Level

The audiologist will slowly increase the volume and ask you to indicate when you hear something. You may also hear a beeping noise, depending on the programming method used by the audiologist. *It doesn't matter what you are hearing or whether you recognize the sound, just let your audiologist know when you start to hear or perceive something.*

There are 10 levels of sound that you will use to describe volume (see chart to the right). After you identify the first moment you hear sound, the audiologist will begin looking for the most comfortable level for various sounds.



*Most Comfortable is defined as the level that has the highest volume that you can listen to with ease and comfort over time.*



*Comparing the volume of two pitches*

*Volume refers to the loudness of sounds, while pitch refers to the tonal quality.*

*“The initial results were weird. Everything was high-pitched sounding. But on the second day, after further programming of my right ear, there was some good improvement.” —Jaki Scheckter, bilaterally implanted at age 31*

This is not a test to see how loud you can take it. It is simply about finding a comfortable, audible level so that you don't have to strain to hear. Usually the most comfortable level is made up of a range of sound volume, so don't worry about having to determine the exact level. Also, your sound comfort level will change over time, so the volume you select on the first day is not necessarily what you will be listening to after future programming sessions.

## Pitch Versus Volume

You may also be asked to compare the volume of two sounds so that your audiologist can set the volume for different pitches. This may be repeated for multiple sounds. ***Just remember that volume refers to the loudness of sounds, while pitch refers to the tonal quality.*** A sound that is lower in pitch sounds deeper, like a bass drum or a man's voice. A sound that is higher in pitch sounds like a whistle or a woman's voice. You want the volume levels the same, even when the pitch is different. If you are not sure whether the volume is different for two sounds, let your audiologist know. This type of activity often gets easier with time.



# INITIAL STIMULATION for Children



*It is important to convey your observations to the audiologist, as your input may be very helpful in the programming session.*

*You can help by keeping your child distracted with toys and games during the initial programming.*

Because children come to the process at different ages, with different hearing experiences and different levels of language development, ***they have a wide variety of responses to sound.*** Some children are too young to communicate what they are experiencing. Your audiologist is trained to identify a child's responses to sound, so that he or she can set appropriate levels for the hearing program.

### System Setup

Your audiologist will connect the programming system to your child's processor, and place the headpiece over the implant. The visit may begin by running diagnostics and testing the software to be sure that everything is active, including your child's auditory nerve. Neural Response Imaging (NRI) is a method used to gain information about a child's auditory nerve and the levels at which a response to sound input can be achieved. NRI is helpful in setting appropriate programming levels, particularly for young children who are not able to give reliable responses to sound. Your child may or may not react to sounds during this test and can move around and play with toys while it is being conducted.

### Setting Volume Levels

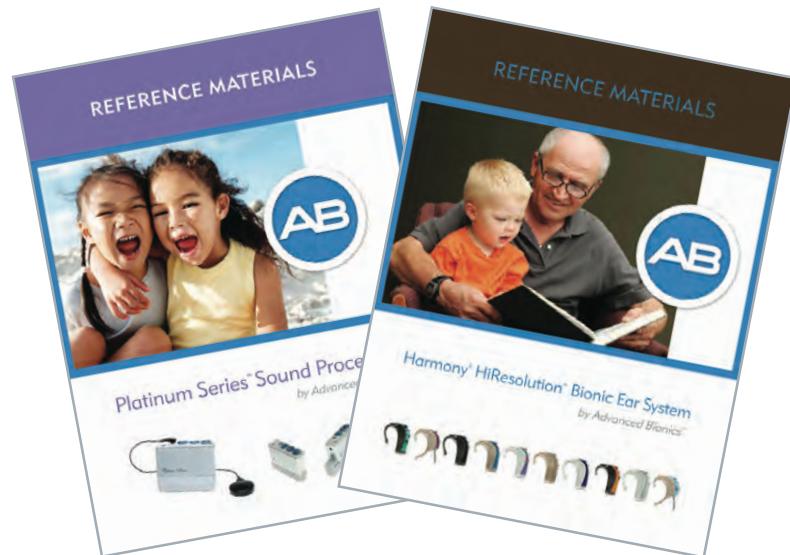
The audiologist will begin increasing the volume and will be evaluating your child's responses. ***The first sounds can produce a variety of reactions, including crying, laughing, looking up, bewilderment, and even ignoring it.*** Because sound has no meaning to a child born deaf, he or she may not have any obvious reaction at first. This is where audiologists apply their skills and can identify behavior that might otherwise go unnoticed. A parent's input during this process may be valuable as well.

### How You Can Help

Fitting the processors and conducting initial programming can take anywhere from 30 minutes to over an hour. Often, a child reacts to having the headpiece put on or to hearing sound for the first time by pulling the headpiece off. You can help by keeping your child distracted with toys and games as your audiologist manages the equipment and programming. Bring your child's favorite toys to the appointment. It is important to convey to the audiologist your observations about your child's responses, as your input may be very helpful in the programming session.

# AFTER INITIAL STIMULATION

Before you leave your audiologist's office, be sure you understand how to put on and use the processor and batteries. Your Quick Start Guide, User Guide, and Instructional DVD may be useful to review after you've had some experience with your Harmony System. *Sound may or may not be pleasant as you start out with your cochlear implant, but regardless, it is important to keep the sound processor on during most waking hours.* You may need to gradually increase the amount of time that you use the processor each day. Ask your audiologist for guidance.



*It's important to keep your sound processor on during most waking hours.*

## Programs

The Harmony™ Sound Processor and Platinum Series™ Processor (PSP) can each store three hearing programs. At your first appointment, your audiologist may start with only one program or may provide a few programs to try before the next appointment. Your audiologist will tell you what each program is for, when to use each one, and how to compare them. You will want to evaluate the program or programs as instructed. It is helpful to note your observations on a daily basis.

- **For children**, this means observing and keeping track of what your child is responding or not responding to. Be sure to note and describe any differences you notice in responses with the processors on, when using different programs, and the types of sounds that occur. Don't expect to see a lot in the beginning days and weeks, as it will take time for your child to adapt. Ask your audiologist and auditory or speech/language therapist

for help in becoming a good observer of your child's responses to sound. For additional tips, visit [www.AdvancedBionics.com](http://www.AdvancedBionics.com) or email [hear@AdvancedBionics.com](mailto:hear@AdvancedBionics.com).

- **For adolescents, teenagers and adults**, this means evaluating what works best as you get used to your new hearing. It is important to keep track of what programs sound like and your successes and difficulties hearing certain sounds or in certain environments. Your input can be used to optimize your programs.

## Next Appointments

You will have several appointments over the next few months to make adjustments and evaluate your progress. The information you provide about your experiences with sounds and different programs will help your audiologist optimize your Harmony HiResolution Bionic Ear System and listening enjoyment.

*Sound may or may not be pleasant as you start out, but be patient.*

# AFTER INITIAL STIMULATION (cont.)

## Hearing the First Day and Thereafter

Using your cochlear implant system, sound begins to transform over the first days, weeks, and months. This occurs with changes in the auditory system as the nerves and brain acquaint or reacquaint with sound. Three aspects that will affect hearing development are: time, programming, and listening experiences. Sounds on the first day will not seem the same to you a week later, or even a few months later. *Be patient as your auditory system develops.*

The speed of progress will vary for recipients. Rehabilitation, practice, and repeated experiences for adults are essential components of maximizing outcomes. Be sure to devise an appropriate rehabilitation plan with your audiologist. AB offers educational materials for therapists and for adolescents and adults.

## Language Development for Children

For a young child with a cochlear implant, the journey to developing language and verbal comprehension skills is just

beginning. HiResolution™ sound processing is intended to help increase the amount of incidental learning. This means hearing and associating meaning with the sounds and speech around us, apart from direct teaching. As a child's experiences with sound and communication grow, the brain is being "wired" for meaning according to what it is exposed to. HiResolution Sound is designed to provide access to important details like tone of voice and inflection that add significant meaning to what is said. If this type of information is not provided to the brain, it may not learn to respond or understand it.

The more complete the sound picture, the better the wiring of the brain for sound. It is important to have sound input as early as possible with the most complete sound information, so your child can reach his or her maximum hearing potential. Take an active role in your child's aural development. Play listening games and practice hearing exercises. With help from family members and the rest of your child's cochlear implant support team, you may significantly advance your child's language and comprehension skills in the years to come.



## CORPORATE HEADQUARTERS

Advanced Bionics, LLC  
28515 Westinghouse Place  
Valencia, CA 91355 USA  
877.829.0026 in USA and Canada  
800.678.3575 TTY  
661.362.1400  
661.362.1500 Fax  
info@AdvancedBionics.com

## EUROPE

Advanced Bionics SARL  
76 rue de Battenheim  
68170 Rixheim, France  
+33.3.89.65.98.00  
+33.3.89.65.50.05 Fax  
europe@AdvancedBionics.com

## ASIA-PACIFIC

Advanced Bionics Asia-Pacific Limited  
Suite 4203, 42/F, Tower One  
Lippo Centre, 89 Queensway  
Hong Kong  
852.2526.7668  
852.2526.7628 Fax  
AP@AdvancedBionics.com

## LATIN AMERICA

Advanced Bionics  
28515 Westinghouse Place  
Valencia, CA 91355 USA  
+1.661.362.1723  
+1.661.362.4604 Fax  
LA@AdvancedBionics.com

# AB's Commitment to You



## Request Information

Get information on AB products; educational materials, resources and references; news and events; and a whole lot more.



## Comprehensive Warranty

Your internal implant is covered for 10 years; the external processor for three years, including a one-time loss and damage coverage.



## Technical Support Hotline

Highly trained representatives provide immediate assistance 12 hours a day (5 a.m. – 5 p.m. PST), Monday through Friday—with paging access on weekends.



## Clinic Finder

AB offers a comprehensive listing of cochlear implant clinics around the world.



## 48-Hour Product Replacement

Should any part of your system break, AB will ship you the necessary replacement part(s) within 48 hours (two business days).



## Insurance Reimbursement Services

AB's insurance experts provide comprehensive assistance including reviews of your coverage, pre-authorization services, direct billing, and help with Medicare.



## Online Chat Support

Along with phone support, AB also offers online chat support for technical or general assistance, as well as any other questions you may have.



## Webstore

Convenient, 24/7 online shopping for parts and accessories.