

## IHS Continuing Education Test

1. **A patient's perception of sound is wrong, because we are the specialist.**  
A: True  
B: False
2. **Aural rehabilitation will help decrease hearing aid returns.**  
A: True  
B: False
3. **The Laissez-Faire approach is the best for a patient approach to amplification.**  
A: True  
B: False
4. **Most patients return hearing aids within the first:**  
A: Few days  
B: Few weeks  
C: Few months  
D: Few years
5. **Due to a saturated hearing aid market, having the one Return for Credit (RFC) isn't a big deal.**  
A: True  
B: False
6. **It is okay to "lose it" during an appointment, since the patient wants to return anyway.**  
A: True  
B: False
7. **Despite the law, I can:**  
A: Refuse an RFC based on my clinical expertise.  
B: Stop picking up the phone until the trial ends.  
C: Honor the trial period.  
D: Make a new trial period.
8. **Once a patient decides to return their hearing aid:**  
A: There is no changing their mind.  
B: A specialist can change their mind.  
C: Only patients can change their mindset.  
D: Specialist and patients can change their mindset.
9. **When an RFC occurs, it's best to allow the front office assistant to handle the situation.**  
A: True  
B: False
10. **To avoid an RFC:**  
A: It's best to not talk about the trial period.  
B: Only mention trial if patient asks.  
C: Minimize trial period.  
D: Highlight the trial period.

For continuing education credit, complete this test and send the answer section at the bottom of the page to:

**International Hearing Society**  
16880 Middlebelt Rd., Ste. 4  
Livonia, MI 48154

You may also fax to 734.522.0200 or email to professionaldevelopment@ihsinfo.org.

- After your test has been graded and you have passed with 70% or better, you will receive an IHS certificate of completion. All questions regarding the examination must be in writing and directed to IHS.
- Credit: IHS designates this professional development activity for one (1) continuing education credit.
- Fees: \$29.00 IHS member\*, \$59.00 non-member (Payment in U.S. funds only)  
\* Miracle-Ear IHS members may receive up to 5 complimentary webinar CEs per calendar year.
- In order to receive any bonus materials associated with this webinar, you must submit a completed CE quiz **with payment**, and successfully pass.  
**No exceptions.**

### Transforming a Hearing Aid Return into a Satisfied Patient Experience WEBINAR

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
 Email \_\_\_\_\_  
 Office Telephone \_\_\_\_\_  
 Last Four Digits of SS/SI# \_\_\_\_\_  
 Professional and/or Academic Credentials \_\_\_\_\_  
 Please check one:  \$29.00 (IHS member)  \$0 (Miracle-Ear IHS member) or...  
 \$59.00 (non-member)  
 Payment:  Check Enclosed (payable to IHS)  
 Charge to:  American Express  Visa  MasterCard  Discover  
 Card Holder Name \_\_\_\_\_  
 Card Number \_\_\_\_\_ Exp Date \_\_\_\_\_  
 Signature \_\_\_\_\_

### ANSWER SECTION

(Circle the correct response from the test questions above.)

- |  |   |
|--|---|
| 1. <u>  A  </u> <u>  B  </u>                           | 6. <u>  A  </u> <u>  B  </u>                            |
| 2. <u>  A  </u> <u>  B  </u>                           | 7. <u>  A  </u> <u>  B  </u> <u>  C  </u> <u>  D  </u>  |
| 3. <u>  A  </u> <u>  B  </u>                           | 8. <u>  A  </u> <u>  B  </u> <u>  C  </u> <u>  D  </u>  |
| 4. <u>  A  </u> <u>  B  </u> <u>  C  </u> <u>  D  </u> | 9. <u>  A  </u> <u>  B  </u>                            |
| 5. <u>  A  </u> <u>  B  </u>                           | 10. <u>  A  </u> <u>  B  </u> <u>  C  </u> <u>  D  </u> |