

Information for parents for a child with hearing care at ***Aston Midlands Implant Centre***

Contact Details

E-mail	mhip.clinicalsupport@nhs.net
Telephone	0121 204 3830
Text phone	07825 385 618
Address	MHIP Optegra Building Aston University Campus Coleshill Street Birmingham B7 4ET
Facebook for tips	www.facebook.com/MHIPchildrens

Repairs during Covid-19 lock down

Please do NOT just arrive at the hospital.

You can book repairs at the department and collect spares and replacements.

Ring for a collection time first as the building is closed and special measures have been put in place to provide this service.

Replacement processors and spares can be posted to you, but post can only be sent twice a week, so expect delays.

It is really important that you specify which ear in the case of faulty processors.

Note: The post room is closed, so parents cannot send equipment and faulty spares to the department currently. This may change, so please ring the department to inquire.

Progressive programmes/reduction in levels

They do provide this but patients wait in the car, whilst the processors are being programmed. The processors can therefore not be checked with the child wearing them after the adjustment.

We would encourage you to contact the audiology department first and directly.

If you have any problems contacting the Audiology department, please speak to the class teacher or TA responsible for your child during this period. They will contact the school Audiologist as necessary. The school audiologist is currently not visiting the school.