



## ADVICE FOR COCHLEAR IMPLANT PATIENTS NEEDING HELP DURING COVID-19

Given the closure of most cochlear implant centers during the COVID-19 crisis, patients and families may be seeking help with troubleshooting their cochlear implant device without the ability to visit their CI center. If you need immediate cochlear implant assistance, you may contact your own cochlear implant company and it may be preferable to doing that prior to contacting your clinic. The cochlear implant company will aid you with troubleshooting and can generate equipment requests or orders if that is needed.

If you are experiencing problems with your cochlear implant, please take the following steps:

- 1) Review your user manual. Look over the troubleshooting section.
- 2) Visit your cochlear implant company's website for troubleshooting tips, guides and/or videos.
- 4) If you cannot fix the problem yourself, call or email your cochlear implant company (see contact information below).
- 5) If you contacted the CI company and are still having a problem, you may be able to reach your clinic for additional guidance.

### Cochlear Implant Manufacturers Operating in the US

#### ADVANCED BIONICS

PHONE: 1-877-829-0026

EMAIL: [CustomerService@AdvancedBionics.com](mailto:CustomerService@AdvancedBionics.com)

ONLINE TROUBLESHOOTING WEBSITE:

<https://www.advancedbionics.com/us/en/home/support/troubleshooting-guide.html>

COVID-19 RESOURCES: <https://advancedbionics.com/us/en/home/about-us/news/press-releases/2020/covid-19-letter.html>

#### COCHLEAR AMERICAS

PHONE: 1-800-483-3123

EMAIL: [CamClinicServices@cochlear.com](mailto:CamClinicServices@cochlear.com)

ONLINE TROUBLESHOOTING WEBSITE:

<http://www.cochlear.com/wps/wcm/connect/us/recipients>

COVID-19 RESOURCES: <https://www.cochlear.com/us/en/campaign/faq/important-updates-and-alerts>

#### MED-EL

PHONE: 1-888-633-3524 OR 919-354-9056

EMAIL: [CUSTOMERSERVICE.US@MEDEL.COM](mailto:CUSTOMERSERVICE.US@MEDEL.COM)

ONLINE TROUBLESHOOTING WEBSITE:

<http://www.medel.com/us/user-support-troubleshooting/?titel=Troubleshooting-Guide&>

COVID-19 RESOURCES: <https://blog.medel.com/>