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.
3) If you cannot fix the problem yourself, call or email your cochlear implant company (see contact information below).
4) 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
ONLINE TROUBLESHOOTING WEBSITE:

COCHLEAR AMERICAS
PHONE: 1-800-483-3123
EMAIL: CamClinicServices@cochlear.com
ONLINE TROUBLESHOOTING WEBSITE:
http://www.cochlear.com/wps/wcm/connect/us/recipients

MED-EL
PHONE: 1-888-633-3524 OR 919-354-9056
EMAIL: CUSTOMERSERVICE.US@MEDEL.COM
ONLINE TROUBLESHOOTING WEBSITE:
COVID-19 RESOURCES: https://blog.medel.com/