

**Washington Hearing Society
Hearing Aid Specialist Training Program (HAST)
Course #100: Laws & Rules Assignment**

As you begin your training to become a licensed Hearing Aid Specialist in Washington State, it is critical that you become well versed in the laws and rules governing the profession. Using the links provided, your assignment is to read the law ([RCW 18.35](#)) and rules ([WAC Chapter 246-828](#)). RCW 18.35 and WAC 246-828 can also be found on the WHS Website (www.washingtonhearing.org) under the HAST Tab / Forms / under the “All Forms” section.

Note: RCW stands for Revised Code of Washington and WAC stands for Washington Administrative Code

As you read through these documents, please complete the assignment below. Fill in any missing information in the underlined areas with correct text as stated in the references provided. You can also find powerpoint presentations for the laws and rules on the WHS website here: [It's the Law and You Need to Know It](#) and [-Rules, Rules, Rules](#)

Revised Code of Washington (RCW18.35)

RCW 18.35.020

Hearing instruments—Dispensing—License, certificate, permit required.

The _____ of an establishment that dispenses hearing instruments is responsible under this chapter for all transactions made in the establishment name or conducted on its premises by agents or persons employed by the establishment engaged in fitting and dispensing of hearing instruments.

Every establishment that fits and dispenses shall have in its employ at least one _____ at all times and shall _____ submit proof that all testing equipment at that establishment that is required by the board to be calibrated has been properly calibrated.

Any person who engages in fitting and dispensing of hearing instruments shall provide to each person who enters into an agreement to purchase a hearing instrument a receipt at the time of the agreement containing the following information:

- (1) _____
- (2) _____
- (3) A disclosure of the cost of all services including but not limited to

These costs, including the cost of ear molds, shall be known as the _____ . The receipt shall also contain a statement of the _____ under this chapter and an acknowledgment that the purchaser has _____ . Upon request, the purchaser shall also be supplied with a _____

(4) At the time of delivery of the hearing instrument, the purchaser shall also be furnished with the _____ . Each person who engages in practice under this chapter shall comply with administrative procedures and administrative requirements established under RCW [43.70.250](#) and [43.70.280](#) and shall keep the license or interim permit conspicuously posted _____ . Each licensee and interim permit holder under this chapter shall keep records of all services rendered for _____ . These records shall contain the names and addresses of all persons _____ . Hearing aid specialists, audiologists, and interim permit holders shall also record the date the hearing instrument _____ , a description of _____ and copies of _____ . All records, as required pursuant to this chapter or by rule, shall be owned by _____ and shall _____ . If a contract between the establishment or facility and the licensee provides that the records are to remain with the licensee, copies of such records shall be provided to the establishment or facility.

RCW 18.35.110

Disciplinary action—Grounds.

List the reasons you could face disciplinary action: (Use a separate sheet of paper for this list). You can summarize the reasons. Complete details of this section are not necessary.

RCW [18.35.175](#)

Unlawful sales practices

It is unlawful to fit or dispense a hearing instrument to a resident of this state if _____

This section does not apply to the sale of hearing instruments by wholesalers to licensees under this chapter.

RCW 18.35.185

Rescission of transaction—Requirements—Notice

The refund shall be made within _____ after the rescission.

RCW 18.35.240

Violations—Surety bond or security in lieu of surety bonds.

Each invoice for the purchase of a hearing instrument provided to a customer must clearly display on the first page the _____ or interim permit holder responsible for fitting/dispensing the hearing instrument

RCW 18.35.260

Misrepresentation of credentials

1) A person who is not a licensed hearing aid specialist may not _____ and may not use in connection with his or her name the words "licensed hearing instrument fitter/dispenser," "hearing instrument specialist," or "hearing aid fitter/dispenser," or a variation, synonym, word, sign, number, insignia, coinage, or whatever expresses, employs, or implies these terms, names, or functions of a licensed hearing aid specialist.

Washington Administrative Code (WAC 246-828)

WAC 246-828-025 Definitions

Supervision

_____ means the supervising speech-language pathologist, hearing aid specialist, or audiologist is _____ and _____ during the procedures or tasks.

_____ means the procedures or tasks are performed under the speech-language pathologist, the hearing aid specialist, or the audiologist's _____ but the speech-language pathologist, hearing aid specialist, or audiologist's presence _____.

WAC 246-828-075

Supervisors of students.

(1) A hearing aid specialist student must be supervised by a hearing aid specialist or an audiologist licensed and in _____ under chapter **18.35** RCW who has practiced for at least _____ >

(2) Students may only perform those activities within the scope of practice for which they are _____.

(3) The student must _____ wear an identification badge readily visible to the public that identifies him or her as a _____.

4) The licensee who is supervising hearing aid specialist students must cosign all _____ . A supervisor may only be in a supervisor/supervisee relationship with a maximum of _____ students at a time.

WAC 246-828-100

Minimum procedures in the fitting and dispensing of hearing instruments include:

(1) Obtaining case history including:

(a) _____.

(b) _____ including inquiry regarding hearing loss, onset of loss, and any associated symptoms including significant noise in the ears, vertigo, acute or chronic dizziness, nausea, earaches, or other such discomfort which may indicate the presence of _____.

Specific inquiry should be made to determine if hearing loss has been _____

_____ in the past ninety days, if there has been any _____

_____ during the past ninety

days, and if there are any specific _____ that may relate to the use of a hearing instrument.

(2) Examining the ears to reasonably determine if any of the following conditions exist:

(a) _____

(b) _____

(c) _____

(d) _____

(e) _____

(f) _____

Minimum procedures in the fitting and dispensing of hearing instruments include:

Hearing testing to include the following:

(a) Hearing loss, or residual hearing, must be established for each ear using pure tone threshold audiometry by _____.

(b) Appropriate live voice or recorded speech audiometry by ear phones to determine the following: _____

(c) Hearing testing must be conducted in compliance with _____.

(d) When pure tone audiometry indicates an air-bone gap of _____ or more at _____ (Hz), the presence of _____; or

any _____, the patient or client must be advised of the potential help available through _____. If the patient or client declines medical treatment, has been appropriately treated previously, or has been advised against medical treatment, the licensee must _____

(e) In the event a patient or client is referred to a licensee by an audiologist, otologist, otolaryngologist, or by a hearing aid specialist licensed under chapter 18.35 RCW, and the

audiometric results obtained within the previous _____ months are provided to the licensee as a part of this referral, the applicable provisions of WAC 246-828-100 are not required. However, a confirmatory audiometric examination is _____.

(4) Medical evaluation requirements:

(a) Except as provided in (b) of this subsection, a hearing aid specialist or audiologist may not sell a hearing instrument unless the prospective patient or client has presented a written statement signed by a licensed physician that states that the patient's or client's hearing loss has been medically evaluated and the patient or client may be considered a candidate for a hearing instrument. The medical evaluation must have taken place within the preceding _____.

(b) If the prospective patient or client is eighteen years of age or older, the hearing aid specialist or audiologist may afford the prospective patient or client an opportunity to waive the medical evaluation requirements of (a) of this subsection if the hearing aid specialist or audiologist:

(i) Informs the prospective patient or client that the exercise of the waiver is _____

(ii) Does not in any way _____ to waive the medical evaluation;

(iii) Offers the prospective patient or client the opportunity to _____:

I have been advised by (hearing aid specialist or audiologist name) the Food and Drug Administration has determined that my best health interest would be served if I had a medical evaluation before purchasing a hearing instrument; and

(iv) Provides the prospective patient or client with _____.

(6) Keeping records for every patient or client in connection with the dispensing of a hearing instrument.

Cumulative records must be retained for all hearing instruments dispensed for at least _____ from _____ The

records must be available for the department inspection and must include:

(a) _____

(b) _____

(c) _____ for the hearing instrument patient or client or the waiver set forth in subsection (4)(b)(iii) of this section which has been signed after being fully informed that it is in the best health interest to seek medical evaluation.

(d) _____ executed in connection with the fitting and dispensing of each hearing instrument provided.

(e) A complete record of _____.

(f) All correspondence specifically related to _____

WAC 246-828-220

Unfair or deceptive practices, unethical conduct and unfair methods of competition—Used or rebuilt products.

(1) A licensee may not represent, directly or indirectly, that any industry product or part thereof is _____

(2) In the marketing of a hearing instrument which has been used, or which contains used parts, a licensee must _____ that the product or its parts are used in all advertising and promotional literature relating to the product, on the container, box or package in which the product is packed or enclosed and, if the product has the appearance of being new, on the product itself. The required disclosure may be made by use of words such as _____ whichever most accurately describes the product involved.

(3) A licensee may not misrepresent the identity of the rebuilder of a hearing instrument. If the rebuilding of a hearing instrument was done by other than the original manufacturer, a licensee must _____

WAC 246-828-270

Personal Disclosure

A licensed audiologist or hearing aid specialist who contacts a patient or client away from the licensee's place of business must:

(1) When the contact is in person, present the prospective patient or client with _____ notice of:

(a) _____ and

(b) _____.

(2) When a licensee contacts a patient or client by telephone the licensee must disclose _____

(3) When the contact is through a _____ initiated by the licensee, the material must clearly show the licensee's establishment name and establishment address. If in-person or telephone contact is made as a result of the direct mail or other advertising, the prospective patient or client must be offered the licensee's establishment _____.

WAC 246-828-290

Purchaser Rescission Rights

In addition to the receipt and disclosure information required by RCW **18.35.030**, **18.35.185**, **63.14.040** and **63.14.120**, every retail agreement for the sale of hearing instruments must contain or have attached the following notice to buyer in _____. The language in part 1 under "Notice to Buyer" is intended to have the same legal effect as the notices required in RCW **63.14.040(2)** and **63.14.120(3)** and may be substituted for those notices.

The rights summarized in the "Notice to Buyer" must be made known to the purchaser _____ . The licensee must provide this "Notice to Buyer" _____. The purchaser must acknowledge receipt of the "Notice to Buyer" by _____ following the "Notice to Buyer."

WAC 246-828-510

Continuing education.

(1) **Continuing education requirement.** A credential holder must complete a minimum of _____ every _____.

(a) At least _____ of the continuing education must be on infection control.

(b) Multicultural education aimed at removing barriers to access to care may count for _____ of continuing education.

(c) At least _____ of continuing education must be related to profession specific skills and competencies.

(2) Continuing education is defined as any of the following activities:

(a) Courses, seminars, workshops and postgraduate programs offered by _____. These educational activities must be recorded on an _____ or by documentation stating the number of continuing education hours completed.

(b) Courses, seminars and workshops offering continuing clock or continuing educational units offered by _____ or industries. These activities will be accepted with documentation of the number of continuing education hours completed.

Please return to Sandy Hubbard via email: sandyh@washingtonhearing.org

Possible score =

Your score = _____

Score % = _____