Audiologist will begin this form when interacting (via unplanned visit, telephone call, or email) with a participant experiencing a new issue (see description in QxQ) with their hearing device(s). This form will track all interactions related to the issue until it is resolved.

A. Event: Hearing Program Issue

1. What was/were the reason(s) for the unplanned visit/telephone call?
   
   1a. Hearing aid not functioning
      
      □ Y = Yes
      □ N = No

   1b. Hearing aid volume is too loud/too soft
      
      □ Y = Yes
      □ N = No

   1c. Hearing aid not fitting well
      
      □ Y = Yes
      □ N = No

   1d. Hearing aid is making noise/feedback
      
      □ Y = Yes
      □ N = No

   1e. Hearing aid became wet/soiled
      
      □ Y = Yes
      □ N = No

   1f. Hearing aid got lost
      
      □ Y = Yes
      □ N = No
1g. Participant generally dissatisfied
  □ Y = Yes
  □ N = No

1h. HAT not functioning
  □ Y = Yes
  □ N = No

1i. HAT lost
  □ Y = Yes
  □ N = No

1j. Reinstruction needed
  □ Y = Yes
  □ N = No

1k. Request for supplies
  □ Y = Yes
  □ N = No

1l. Other
  □ Y = Yes
  □ N = No

1l1. Specify other:

_______________________________________________________________________
_______________________________________________________________________

B. Interactions

<table>
<thead>
<tr>
<th>a. Date of unplanned interaction (mm/dd/yyyy)</th>
<th>b. Start time (hh:mm)</th>
<th>c. End time (hh:mm)</th>
<th>d. Type of Interaction Code</th>
<th>e. If H/SICF completed, enter Occurrence for the H/SICF (if no H/SICF was completed enter 0)</th>
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C. Resolution

27. Was the issue resolved?

- [ ] Y = Yes
- [ ] N = No – GO TO END OF FORM

28. What action(s) was/were taken to resolve the issue?

28a. Hearing aid replacement device provided

- [ ] Y = Yes
- [ ] N = No

28b. HAT replacement device provided

- [ ] Y = Yes
- [ ] N = No

28c. Counseling and/or reinstruction

- [ ] Y = Yes
- [ ] N = No
28d. Study staff repairs
   Y = Yes
   N = No

28e. Participant self-repair
   Y = Yes
   N = No

28f. Supplies provided
   Y = Yes
   N = No

28g. Other
   Y = Yes
   N = No

28g1. Specify other:
________________________________________
________________________________________