

PEDIATRIC AUDIOLOGIST HEARING LINK USER GUIDE Frequently Asked Questions



Am I required to enter results for every child under the age of 12 months?

If it is documented in Hearing Link that a child passed their newborn hearing screening and you are now following the child for middle ear issues only, **do not report**, unless you subsequently identify that child with a **permanent** hearing loss. If you think results need to be entered for a child to be followed correctly, err on the side of caution and enter results!

Am I required to enter results for children over the age of 12 months?

Some children may take longer than 12 months to complete the EHD! goals (screening, diagnosis, amplification, and early intervention). Since children are eligible for Early Intervention services until they are 3 years old, we ask that you report in Hearing Link all children identified with permanent hearing loss under the age of three. We cannot help these children unless we know about them.

Am I required to enter results for children over 3 years of age?

Since children are eligible for educational services until 21 years of age, we ask that you report in Hearing Link all children identified with permanent hearing loss. You may need to add that patient into Hearing Link if there is no record. If you need help with this, please contact your regional EHD! consultant. Have the family sign the permission for referral form at the time of diagnosis. For the most current Permission For Referral form, go to www.ncnewbornhearing.org and click on "Forms". Fax that form along with their audiological report and otological clearance to Marcia Fort at 919-870-4881.

What else am I required to enter in Hearing Link?

- Amplification fitting results under the "Amplification" tab.
- Future scheduled appointments if needed to complete EHD! goals under "Appointments" tab.
- Periodic diagnostic testing indicating a significant change in hearing under "Diagnostics" tab.
- Updated patient contact information.

When will EHDI staff contact me?

We may contact you regarding test results, amplification information, or appointment dates and times. To prevent us from contacting you, please enter all screening, diagnostic, amplification, and any appointment specifics you may have in the appropriate section.

- Future appointment dates can be entered under the “Appointments” tab.
- There are also comment sections in the “Screening”, “Diagnostics”, and “Amplification” tabs to enter additional information.
- Please enter no shows or cancellations with a reschedule date.
- If a signed Permission for Referral Form has been received in Raleigh, but no audiological results accompany it, EHDI staff will contact you for the results, regardless of the age of the child.

I am extremely busy during the day and do not have time to return phone calls. Is there another way for the EHDI consultants to contact me?

EHDI staff is willing to work with you and your schedule to obtain information. We do not want to add to your workload or make this a difficult process. Feel free to contact the EHDI consultant for your region and discuss your preferred method of contact.

Things to consider:

- Do you have support staff that we can contact regarding appointment dates and times?
- Do you prefer phone calls, emails, or fax?
- All email correspondence containing personal identifiers must be either password protected or sent through an encrypted email service.
- How often would you like to be contacted (as needed per child or weekly)?
- Keep your password current and make sure you can log into Hearing Link on a regular basis. If you have any username or password issues, please contact hearing.link@dhhs.nc.gov for help. The regional EHDI consultants are not able to reset passwords.

When can I stop reporting information for a child?

You can discontinue entering information on a child once all required information has been entered. If applicable, each record should contain screening and rescreening results, a complete and confirmed diagnostic evaluation, and the first amplification fitting. You may continue to enter information on any child beyond this point if you feel it is necessary and/or useful.

Where can I find additional EHDI information?

For additional information regarding our program as well as current EHDI consultant contact information, Permission for Referral Forms, EHDI Initial Hearing Aid instructions, or Pediatric Diagnostic Sites, please visit our website at www.ncnewbornhearing.org and click on “Audiologists”.

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