



PATIENT SUPPORT SERVICES

Appointments

We are a specialist service and operate by appointment only. New patients are seen only on referral. Existing patients may request an appointment via phone, email, SMS text, or in person. The availability of appointment times may vary according to clinic schedules.

Drop-In Appointments

Due to resource constraints, we do not accept drop-in appointments. Patients who believe their processor is faulty may visit our clinic and the processor can be checked and a replacement issued if necessary. Patients may need to wait for a clinician to become available for this service.

If you request a reMAP then this will need to be done by appointment and is subject to clinic schedules.

After-Hours Care

The programme is not resourced to operate an after-hours service. Our usual business hours are 8.30 am to 5.00 pm Monday to Friday.

During Christmas and New Year we usually run an emergency service for replacement processors and spare parts on non-statutory and non-weekend days. We do not offer appointments or supply batteries at this time. Details of our end-of-year emergency service are usually published on our web-site and in our November Newsletter.

Emergencies

If patients require emergency medical treatment we will usually refer people to their local Accident and Emergency clinic (A&E) in the first instance. Our clinical staff, including surgical staff, may be able to liaise with local medical staff and provide advice. Emergency treatment usually refers to:

- Head injury or other injury where there is concern that the implant may have failed
- Extrusion of the implant at the implant site
- Pain or swelling at the implant site suggesting infection

Patients should contact their GP for management of ear infections and are advised to do so at the earliest opportunity.

Faulty Processors

From time-to-time speech processors may fail and need repair. Patients should contact either the Wellington Clinic (for North Island patients) or the Christchurch clinic (for South Island patients) to request a replacement processor:

- A replacement processor is usually sent by courier for those living more than 20 minutes from our clinics
- Those living within 20 minutes of our clinics may be expected to collect a replacement processor in person
- On receipt of the replacement processor, patients will usually be provided with a courier bag (already addressed) for return of the faulty processor to the SCIP Wellington or SCIP Christchurch clinic
- For those receiving a replacement processor in clinic the faulty device must be returned to the clinic at the time of the visit
- Bilateral recipients may be asked to forward a faulty processor to the clinic prior to a replacement being issued if the one remaining processor is working

If the implant/processor needs to be reMAPped an appointment should be made in the normal manner. Clinical staff may be able to provide “trouble-shoot” advice by phone (through a family member), text, FAX, or email that may eliminate the need for an appointment. For safety reasons, we do not provide “trouble-shooting” speech processors with MAPs not previously activated in clinic.

Repair Charges

For device faults under warranty, the programme operates a “repair-by-replacement” policy in conjunction with our suppliers. This means that you will retain the replacement processor and the faulty device will not be returned to you.

Processors that are out of warranty will be repaired and the supplier charge levied to adult patients. For children younger than 19 years, repairs for out-of-warranty faults are funded by the Ministry of Health.

Lost or Seriously Damaged Processors

All patients are expected to insure their speech processor against loss, theft, or serious damage. Where a speech processor is lost or is damaged beyond repair and the damage is not the result of normal use then patients or their families are expected to make an insurance claim to replace the processor.

Patients will be issued with a loan or temporary processor until any insurance claim is approved by the insurer. In some cases the loan or temporary device may be second-hand or an earlier generation speech processor.

Spare Parts

Speech processors may require consumable parts to be changed from time-to-time in the normal course of routine maintenance. Microphone protectors should be replaced at recommended intervals. Patients should keep a spare cable in the event of failure.



Patients may request spare parts from our clinics via phone, email, SMS text, or in person at clinic counters. Charges for spare parts are levied to adult patients directly. Spare parts are funded by the Ministry of Health for children younger than 19 years.

Accessory Devices

While for children under 19 years the Ministry of Health funds parts and consumables necessary to maintain a speech processor in working order, the Ministry does not fund accessory devices such as:

Direct audio cables
Wireless devices (Phone clips, Mini-mics, TV Streamers)
Coloured covers
Aqua+ or other water-wear options

Retail charges will apply to children and adults for these items.

MRI

Patients should, **in all cases**, consult the programme before undergoing any MRI procedure. We can provide advice to your Radiology provider.

Contact Details

Christchurch Office

Milford Chambers,
St Georges Hospital,
249 Papanui Road,
Christchurch 8014
Freephone: 0800 500 405
Phone: 03 355 3041
Mobile/SMS: 027 355 3041
Fax: 03 355 3045
Email: reception@scip.co.nz

Wellington Office

JAG Legal Building
Level 1,
119 Queens Drive
Lower Hutt 5010
Freephone: 0800 504 405
Phone: 04 589 9853
Fax: 04 589 9854
Cell: 027 589 9853
Email: SCIP.Wellington@scip.co.nz