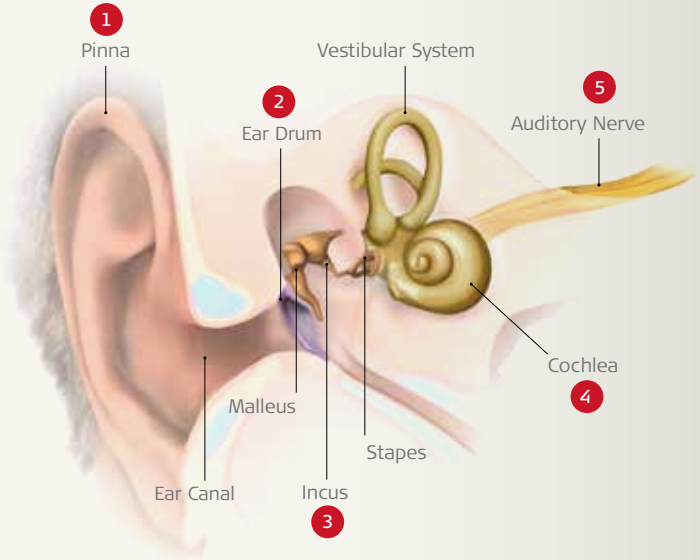
Passport

MED EL

Perhaps the most important decision during your hearing journey is the first one you'll make – **which cochlear implant you will carry with you for the rest of your life**. What makes each device unique? How do you begin to choose?

There's a tremendous amount of information to sort through, but we want you to feel confident as you start the process.

This notebook contains a list of important questions to ask your audiologist as you explore the different devices. So you can be sure you're selecting an implant as unique as you.



The Hearing Process

1

The outer ear collects sound waves and directs them to the eardrum.

2

The eardrum vibrates with sound.

3

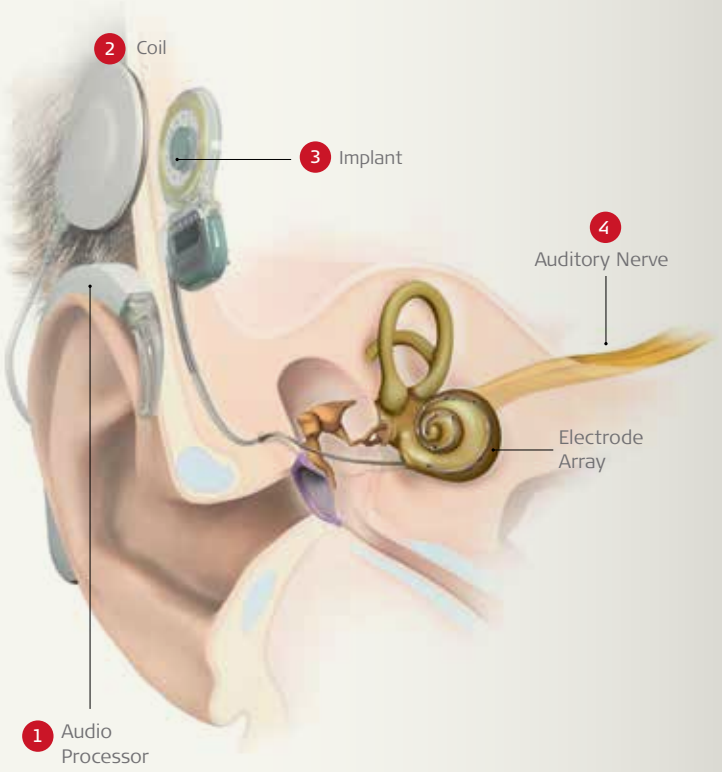
Sound vibrations move through the ossicles to the cochlea.

4

Sound vibrations cause the fluid in the cochlea to move.

5

Hair cells sense the vibrations within the fluid of the cochlea and generate wave signals that are transmitted to the brain by the auditory nerve.



How a Cochlear Implant Works

1

Sounds are picked up by the microphone in the audio processor. The audio processor analyzes and codes sounds into a special pattern of digital information.

2

This information is sent to the coil and is transmitted across the skin to the implant.

3

The implant interprets the code and sends electrical pulses to the electrodes in the cochlea.

4

The auditory nerve picks up the signals and sends them to the auditory center in the brain. The brain recognizes these signals as sound.

Earhook and
Custom Earmold
(SONNET EAS)

Implant

Internal Component
Surgically placed under the skin

The implant consists of a housing, which contains the electronics and the electrode array, as well as the receiving antenna and a magnet that holds the coil of the audio processor in place behind the ear.

Audio Processor

External Component
Worn behind the ear

The audio processor consists of a control unit with the microphone, a battery pack, and a coil that transmits information through the skin to the implant.

INTERNAL IMPLANT

The first questions to consider should be about the internal device.

After all, this is what is going to be with you for the rest of your life!

What makes each internal implant unique?

How does the length of the electrode array compare between devices?

How does the placement of the electrodes affect how I hear or the way my brain works to access sound?

How is the device inserted?
Are there any risks associated with the type of device or insertion process?

Are any of the brands better for maintaining residual hearing?

Can I get an MRI with this device?

AUDIO PROCESSOR

The external processors will change over the years, so you will want access to upgrades and future technology.

What external processor options are there?

Are there waterproofing options?

What kind of batteries do they take?

How long is the typical battery life?

Are there any interesting features on the device?

What kinds of color options do they have?

Can I upgrade to the latest audio processor while still using my older implant?

THE COMPANY

Ask about the history and philosophy of the company.

You'll be using your implant for a long time, so it's important to learn about the company behind your device.

Where are they located?

What do you know about the reliability of the company and their products?

Have they had any recalls?
How many and when were they?

How long are the warranties on devices?

What is their customer service like?

How quickly do they fix/send replacement pieces?

Do they have a replacement policy for lost or broken items?

Do they ensure that all external processors work with the previous internal implant so I always have access to future technology?

HEAR FOR YOU

From customer service, device support and reimbursement, to community outreach and rehabilitation, we'll be here for every step of your hearing journey.

888-633-3524 TOLL FREE

Customer Service

customerservice.us@medel.com

General information on products, warranties, and support

Reimbursement

reimbursement.us@medel.com

Reimbursement and insurance coverage assistance

In-House Audiology

audiology.us@medel.com

Product specific and candidacy information

HearPeers

hearpeers.us@medel.com

Connect with a community of recipients with cochlear implants to learn from their personal journeys.

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JOURNEY TO BETTER HEARING

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