

UTAH HEARING INSTRUMENT SPECIALIST

PROCEDURE FOR UTAH'S "LICENSE BY ENDORSEMENT"

1.

- ARE YOU ?
 - √ already licensed as a hearing instrument specialist (or equivalent) in another U.S. state, territory, or jurisdiction? **OR**
 - √ already Board Certified with the *National Board for Certification in Hearing Instrument Sciences (NBC-HIS)*?
- IF YES, PROCEED TO 2. If NO, you will need to become licensed as a Hearing Instrument Intern and follow the "Internship path" to licensure

2

- Obtain current Board Certification with *NBC-HIS (National Board for Certification in Hearing Instrument Sciences)*
(Contact NBC-HIS for current board certification & NCE exam requirements:
www.nbc-his.com or (734) 522-2900)
- Pass the **Utah Law and Rules Exam For Hearing Instrument Specialist**
Review the Candidate Information Bulletin on DOPL's website at
https://dopl.utah.gov/licensing/hearing_instrument.html, and schedule your exam with PSI - contact PSI with questions at www.psi.com or (800) 733-9267

3.

- **After** you pass the Utah Law and Rules Exam & are NBC-HIS Board Certified:
 - submit your Utah Hearing Instrument Specialist Application to DOPL, with the fee and all required supporting documentation
Applications are available on DOPL's website at:
https://dopl.utah.gov/licensing/hearing_instrument.html
or call (801) 530-6634)

UTAH HEARING INSTRUMENT SPECIALIST

INTERNSHIP PATH TO LICENSURE

1.

GET LICENSED
AS A UTAH
HEARING
INSTRUMENT
INTERN

- Find a licensed Utah Hearing Instrument Specialist who will supervise your internship program
- Pass the **Utah Law and Rules Exam for Hearing Instrument Specialists**
(Review the Candidate Information Bulletin on DOPL's website at https://dopl.utah.gov/licensing/hearing_instrument.html, and schedule your exam with PSI - contact PSI with questions at www.psi.com or (800) 733-9267)
- Submit your **Utah Hearing Instrument Intern Application** to DOPL
(Go to https://dopl.utah.gov/licensing/hearing_instrument.html -- contact DOPL with questions at (801) 530-6634)

2.

PRACTICE AS A
HEARING
INSTRUMENT
INTERN UNDER
DIRECT
SUPERVISION

- Complete the *International Hearing Society's (IHS) Distance Learning Course for Hearing Instrument Professionals*
(Contact IHS to purchase and complete this course, at www.ihsinfo.org or (734) 522-72
- Pass the **Utah Practical Exam For Hearing Instrument Interns.**
(Review the Candidate Information Bulletin on DOPL's website at https://dopl.utah.gov/licensing/hearing_instrument.html, and schedule your exam with PSI - contact PSI with questions at www.psi.com or (800) 733-9267)

3.

PRACTICE AS A
HEARING
INSTRUMENT
INTERN UNDER
INDIRECT
SUPERVISION

- Pass the IHS's **International Licensing Exam for Hearing Instrument Professionals (ILE)**
<https://www.webassessor.com/wa.do?page=certInfo&branding=IHS&tabs=13>
Contact IHS with questions at www.ihsinfo.org or (734) 522-7200)
- Obtain Board Certification with *NBC-HIS (National Board for Certification in Hearing Instrument Sciences)*
(Contact NBC-HIS for current board certification & NCE exam requirements, at www.nbc-his.com or (734) 522-2900)
- After you pass the ILE & are NBC-HIS Board Certified, submit your **Utah Hearing Instrument Specialist Application** to DOPL



PSI licensure:certification
 3210 E Tropicana
 Las Vegas, NV 89121
 www.psiexams.com

*Before paying for
 your examination registration,
 be sure you understand
 the contents of this bulletin.
 Please retain and use it as a reference
 when contacting PSI.*



**CANDIDATE INFORMATION BULLETIN:
 UTAH LAW AND RULES EXAMINATION FOR
 HEARING INSTRUMENT SPECIALISTS**

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To check for the most updated information, go to www.psiexams.com

GENERAL INFORMATION

The Utah Division of Occupational and Professional Licensing (DOPL) has contracted with PSI licensure:certification (PSI) to conduct its exam program.

This Candidate Information Bulletin provides you with information about taking the **UTAH LAW AND RULES EXAMINATION FOR HEARING INSTRUMENT SPECIALISTS**. This exam is a prerequisite for:

- licensure as a Hearing Instrument Intern; or
- licensure as a Hearing Instrument Specialist (if you have not previously taken this exam to become licensed as a Utah Hearing Instrument Intern)

EXAM Questions?

Visit PSI at www.psiexams.com

Mail: 3210 E Tropicana
Las Vegas, NV 89121

Toll-Free: (800) 733-9267
Fax: (702) 932-2666
Email: mschedule@psionline.com

UTAH LICENSING Questions?

Visit DOPL at www.dopl.utah.gov/hearing_instrument.html

In-Person: Division of Occupational and Professional Licensing
Heber Wells Building, 160 East 300 South, Salt Lake City

Mail: P.O. Box 146741
Salt Lake City, Utah 84114-6741

Phone: (801) 530-6628
Toll-Free: (866) 275-3675

Submit your license application to DOPL only after completing ALL exam, education, and experience requirements for your license. Applications are available at www.dopl.utah.gov.

EXAM INFORMATION

UTAH LAW AND RULES EXAMINATION FOR HEARING INSTRUMENT SPECIALIST

- This exam is 19 questions, and you will have 45 minutes to complete it.
- To pass the exam, you must receive a score of at least 85%.
- This exam is given via computer at a PSI test site.
- You will receive your score report immediately upon completion of the exam. (You may request a duplicate score report after your exam by emailing scorereport@psionline.com, or by calling PSI at 800-733-9267.)
- If you fail the exam, you must wait 30 days before retesting.

This exam is not intended to be difficult. Its purpose is to bring to your attention specific practice issues you need to know in order to avoid violating Utah statutes and Utah rules.

The exam is OPEN BOOK. The following reference material IS allowed in the exam center:

✓ *Utah Code:*

Title 58, Chapter 46a, Hearing Instrument Specialist Licensing Act

http://le.utah.gov/xcode/Title58/Chapter46A/C58-46a_1800010118000101.pdf

✓ *Utah Administrative Code:*

Rule R156-46a, Hearing Instrument Specialist Licensing Act Rule

<https://rules.utah.gov/publicat/code/r156/r156-46a.htm>

Candidates are responsible for bringing their own references to the exam center. Reference materials may be highlighted, underlined, and/or indexed prior to the exam session. However, references may not be written in.

Any candidate caught writing in the references during the exam will have the references confiscated and will be reported to DOPL and the Hearing Instrument Specialist Licensing Board.

You may not bring in any additional papers (loose or attached) with your approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are NOT allowed and must be removed from the reference before the exam will begin.

If you download a reference from the Internet, it must be spiral bound or hole-punched and placed in a binder, or stapled in the left-hand corner.

The exam will be administered via computer. You will be using a mouse and computer keyboard.

IDENTIFICATION SCREEN

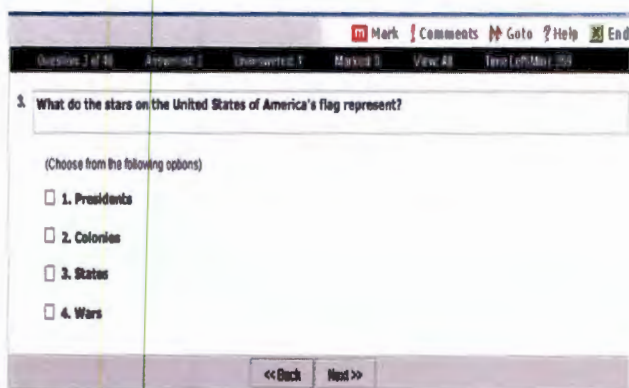
You will be directed to a semi-private testing station to take the exam. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the exam for which you are registered.

TUTORIAL

Before you start your exam, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your exam time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

The “Function Bar” at the top of the test question provides mouse-click access to the features available while taking the exam.

One question appears on the screen at a time. During the exam, minutes remaining will be displayed at the top of the screen and updated as you record your answers.



IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the exam time has not run out.

HOW TO REGISTER FOR AN EXAM

PSI will make every effort to schedule the exam center place and time that is most convenient for you. If space is available in the exam center of your choice, you may schedule an exam one day prior to the date of your choice, up to 5:00 p.m. MT. Please be prepared to offer *alternate* choices.

INTERNET REGISTRATION

For the fastest and most convenient exam scheduling process, register using PSI's Internet registration website at www.psiexams.com. Internet registration is available 24 hours a day. To register, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

1. Complete the registration form online at www.psiexams.com.
2. Upon completion of the online registration form and online submission of your payment, you will be given the available exam dates and locations for scheduling your exam. Select your desired testing date and location.

FAX REGISTRATION

For fax registration, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

1. Complete and SIGN the Exam Registration Form at the end of this Bulletin, including your credit card number and expiration date.
2. Fax the form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day.
3. Allow 4 business days to process your registration. After 4 business days, call PSI to schedule your exam at (800) 733-9267.

STANDARD MAIL REGISTRATION

1. Complete and SIGN the Exam Registration Form at the end of this Bulletin. **READ ALL DIRECTIONS CAREFULLY. IMPROPERLY COMPLETED FORMS ARE RETURNED UNPROCESSED.**
2. Mail your signed original form to PSI with the exam fee. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), company check, cashier's check, or money order. Make check or money order payable to PSI and print your social security number on it to ensure that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Allow 2 weeks to process your registration. After 2 weeks, call PSI to schedule your exam at (800) 733-9267.

TELEPHONE REGISTRATION

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

1. Complete the Exam Registration Form at the end of this Bulletin, including your credit card number and expiration date, so that you will be prepared with the information needed.
2. Call PSI at (800) 733-9267 (Monday through Friday between 5:30 am and 8:00 pm, and Saturday and Sunday between 7:00 am and 3:30 pm, Mountain Time), and give the registrar your information written on your Exam Registration Form to schedule your exam.

EXAM CENTER LOCATIONS

Directions are generated from current mapping services. However, road construction and modifications may result in discrepancies. *If you are not familiar with the exam center area, consult a reliable map prior to your test date.*

Hurricane (St. George): **473 N. Old Highway 91, Suite 6**
Hurricane, UT 84737

From I-15N, take the UT-9 exit 16 toward Hurricane/Zion Natl. Park. Merge onto UT-9/W State St toward Hurricane. Turn left onto N 6300 W/UT-212. 473 Old Hwy 91 in Hurricane approximately 1.5 miles past the Wal-Mart Distribution Center (on the right side is Crocker Ventures Park) turn left into parking lot.

North Orem (Provo): **581 West 1600 North, Suite C**
North Orem, UT 84057

From US 89, turn right onto W Center St/UT-114. Merge onto I-15 N via the ramp on the left toward Salt Lake. Take the 1600 North exit 273. Turn east onto West 1600 North. Go one mile east.

North Salt Lake City: **25 North 400 West, Suite 7**
North Salt Lake City, UT 84054

>>The city of North Salt Lake, not Salt Lake City proper. This PSI test site is in Davis County, just north of the Flying J Refinery <<

From Salt Lake City and the South.

Merge on to I-15N. Take exit 312 and merge on to US 89 North for about 1.8 miles. Turn left onto E Center St and go west for about .6 miles. Turn right on to 400 W.

From the North

Merge onto I-15 S Salt Lake. Take the Center St., exit 314. Turn right onto W Center St. Turn right onto 400 W.

From I-80 East merge to I-215 North. Take the Redwood Rd/UT-68 exit 28 and turn right onto Center Street.

PSI is on the Northwest corner of 400 West and Center Street.

Sunset (Ogden): 2465 N Main Street #11C
Sunset, UT 84015

From I-15 S, take the UT-97 exit-338- toward Clinton/Roy/ Sunset. Turn right onto W 5600 S/UT-97. Turn left onto S 1900 W/UT-126. Continue to follow UT-126.

Grand Junction: 743 Horizon Court, #203
Grand Junction, CO 81506

From I-70 West turn right onto Horizon Drive Exit, #31. Go for 0.3 miles turn right onto Horizon Ct.

From I-70 East turn left onto Horizon Drive Exit, #31 and turn right onto Horizon Ct.

From US-50 turn right on 32 RD. go for approximately 5 miles. Turn right onto I-70 Business Loop. Continue on I-70 Business Loop until it merges with US I-70. Take US I-70 West towards Green River. Take the Horizon Drive Exit #31. Turn right onto Horizon Dr. and right onto Horizon Ct.

On Horizon Ct., the site is the last Building on your right. Use the entrance on the East side of the building.

PSI also has exam centers in many other regions across the United States. You may take this exam at any of these locations. If you register for your exam on PSI's Internet website www.psi.com, you may enter your zip code and a list of the centers closest to you will appear.

ADA DISABILITY ACCOMMODATIONS

All exam centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs.

Applicants with disabilities or those who would otherwise have difficulty taking the exam must fill out the form at the end of this Candidate Information Bulletin, and fax it to PSI at (702) 932-2666.

CANCELLING AN EXAM APPOINTMENT

You may cancel and reschedule an exam appointment without forfeiting your fee, if your *cancellation notice is received at least TWO days before the scheduled exam date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267.

Note: A voice mail message is NOT an acceptable form of cancellation. Please use the PSI Website, or call PSI and speak directly to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

NOTE: Your registration will be invalid, you will not be able to take the exam as scheduled, and you will forfeit your exam fee, if you:

- Do not cancel your appointment at least 2 days before the schedule exam date;
- Do not appear for your exam appointment;
- Arrive after your exam start time; or
- Do not present proper identification when you arrive for the exam.

EXAM CENTER CLOSING FOR EMERGENCY

If severe weather or another emergency forces the closure of an exam center on a scheduled exam date, your exam will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your exam schedule by calling (800) 733-9267. Every effort will be made to reschedule your exam at a convenient time as soon as possible. You may also check our website at www.psiexams.com.

REPORTING TO THE EXAM CENTER

On the day of the exam, please arrive at least 30 minutes before your appointment. This extra time is for sign-in, and identification. *If you arrive late, you may not be admitted to the exam site and you will forfeit your exam registration fee.*

REQUIRED IDENTIFICATION AT EXAM CENTER

You must provide 2 forms of identification to take your exam:

- One ID must be a VALID form of government-issued identification (driver's license, state ID, passport, military ID), which bears your signature and has your photograph.
- The second ID must have your signature and pre-printed legal name.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the exam without notifying PSI is considered a missed appointment, and you will not be able to take the exam.*

SECURITY PROCEDURES AT EXAM CENTER

- Candidates may take only approved items into the exam room.
- All personal belongings, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the exam room. Personal belongings include, but are not limited to, the following items:
 - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an exam candidate may not wait in the exam center, inside the building, or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- No smoking, eating, or drinking is allowed in the exam center.

- During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the exam room shall immediately have his or her test results invalidated, and PSI shall notify the exam sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an exam, found with unauthorized materials, or who violates any security regulations will be asked to surrender all exam materials and to leave the exam center. All such instances will be reported to the exam sponsor.
- Copying or communicating exam content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of exam results and may lead to legal action.
- Once candidates have been seated and the exam begins, they may leave the exam room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the exam.

EXAM REVIEW

PSI, in cooperation with the Utah Division of Occupational and Professional Licensing, consistently evaluates exams to ensure that the exams accurately measure competency in the required knowledge areas. **Therefore, candidates will have the opportunity to provide comments on any questions *while taking the exam.***

Comments may be entered by clicking the "Comments" link on the function bar of the test questions screen.

This is the only review of exam materials available to candidates. PSI will not respond directly to individual candidates regarding these comments, but all substantive comments will be reviewed and analyzed by PSI exam development staff.



**DISABILITY (ADA) ACCOMMODATIONS
REQUEST FORM**

All exam centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the exam may request exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title, and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date: _____ SSN: _____

Legal Name: _____
Last Name First Name

Address: _____
Street City, State, Zip Code

Telephone: (_____) _____ - _____ (_____) _____ - _____
Home Work

Email Address: _____

Check any exam accommodations you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment or learning disability)
- Extended time (Additional time requested: _____)
- Large-print written exam
- Other _____

➤ Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodations@psionline.com.

➤ After 4 business days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

DO NOT SCHEDULE YOUR EXAM UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121

Code of Ethics of the International Hearing Society

FOREWARD

Members of the International Hearing Society (IHS) are to abide by the Code of Ethics as stated herein. These principles of professional conduct are intended to provide the best service for the hearing impaired and to guide hearing health professionals in their relations with each other and the public in general.

PREAMBLE

This is a Code of Ethics for those engaged in the testing of human hearing and in the selection, counseling, fitting, dispensing, and servicing of hearing instruments. This Code sets standards of professional integrity and practice including relationships with patients, colleagues, and the general public.

Ethical principles are standards by which the profession and the individual IHS member determine the propriety of their conduct. Adherence to these standards is required for membership in IHS, and further serves to assure public confidence in the integrity of the services of IHS members in this profession. IHS verifies the competence of its members through a qualification program and mandatory continuing education. It is incumbent on all hearing health professionals to abide by all laws, rules, and regulations applicable to the dispensing of hearing instruments.

The basic principle is an accepted Code of Ethical Conduct for IHS members.

In order that we can best serve hearing impaired persons and contribute toward their participation in the world of sound and speech, we, the members of IHS, pledge ourselves to abide by this Code of Ethics:

- a. We shall state only the true facts in our public announcements and advertising of hearing instruments and related products and we shall not, in any way, mislead or misrepresent in regard to their performance, appearance, benefits, elements, and use.
- b. We shall provide thorough and ethical consulting services when we dispense instruments, including the appropriate testing and fitting suitable for the patient's particular type of hearing loss.
- c. We shall, at all times, provide the best possible service to the hearing impaired, offering counsel, understanding, and technical assistance contributing toward their deriving the maximum benefit from their hearing instruments.
- d. We shall constantly encourage and support research, cooperating with medical and other hearing health professionals and societies to employ the maximum accumulation of scientific knowledge and technical skills in the testing of human hearing for the selection, fitting, and maintenance of hearing instruments.

SECTION I: CONDUCT AND RELATIONSHIP WITH PATIENT

The IHS member engaged in the practice of testing human hearing and in the selection, counseling, fitting, dispensing, and servicing of hearing instruments, shall hold paramount the welfare of the patient.

a. Continuing Education

It is in the best interest of the patient that the IHS member engage and participate in continuing education during each year of active practice.

b. Referral

The IHS member shall utilize all resources available, including referral to other specialists as needed.

c. Services Rendered

The IHS member shall accept and seek full responsibility for the exercise of judgment within, but not limited to, the areas of his/her expertise. These services include the testing of human hearing, and the selection, fitting, dispensing, and servicing of hearing instruments and counseling patients. The IHS member shall not guarantee outstanding results from the use of hearing instruments, products, services, or counseling when such is not the case. He/she shall exercise caution not to mislead persons to expect results that cannot be predicted.

d. Confidential Aspects of Patient Relations

The IHS member shall hold in professional confidence all information and professional records concerning a patient and use such data only for the benefit of the patient or as the law demands.

e. Conduct in Regard to Colleagues and Hearing Healthcare Professions

The IHS member must keep the welfare of the patient uppermost at all times. He/she shall avoid disparaging, pejorative, and/or inaccurate remarks or comments about professional colleagues or members of the hearing healthcare professions.

He/she shall conduct himself/herself at all times in a manner which will enhance the status of the profession. He/she shall be supportive to individuals and organizations with whom he/she is associated to their mutual benefit. He/she shall *not agree* to practice under terms or conditions which tend to interfere with or impair the proper exercise of his/her professional judgment and skill, which tend to cause a deterioration of the quality of his/her service, or which require him/her to consent to unethical conduct.

f. Maintenance of Records

The IHS member shall initiate and maintain records of services provided to patients. All laws or rules and regulations pertaining to keeping of records must be carefully observed.

g. Fees and Compensation

The IHS member shall not participate with other health professionals or any other person in agreements to divide fees or to cause financial or other exploitation when rendering his/her professional services.

h. Delay in Providing Services

The IHS member shall not delay furnishing care to patients served professionally, without just cause.

i. Discontinuance of Services

The IHS member shall not discontinue services to patients without providing reasonable notice of withdrawal, providing all contractual agreements have been satisfied.

j. Safety and Sanitation

The IHS member shall at all times practice accepted standards of infection control and shall exercise reasonable precaution to maximize patient safety.

k. Mail Order/Internet Sales

The IHS member shall not sell hearing aids to a patient via mail order or Internet without establishing direct, face-to-face contact.

SECTION II: RESPONSIBILITY TO THE PROFESSION AND COLLEAGUES

The IHS member has the duty to observe all laws, rules, and regulations applicable to the dispensing of hearing instruments; to uphold the dignity and honor of the profession; and to accept its ethical principles. He/she shall not engage in any activity that will bring discredit to the profession and shall expose, without fear or favor, illegal or unethical conduct in the profession.

a. In the event it appears that an IHS member is in violation of this Code, fellow IHS members are encouraged to report circumstances to IHS.

b. The IHS member shall not pursue any course of action that may be harmful or detrimental to the Society, its members, or the public we serve.

c. The IHS member holding an official or elective position in IHS or an affiliate chapter shall not use such a position for self-aggrandizement.

d. The IHS member who has served on an exam-writing committee or who has knowledge of the contents of the exam shall not be involved with or hold a pre-test class or review course to prepare exam candidates(s) for the exam for a period of not less than five (5) years following their involvement with the exam committee.

SECTION III: ADVERTISING

The IHS member who chooses to advertise his/her services shall use only material considered ethical and complying with laws, rules, and regulations governing advertising. The IHS member shall endorse the following statements of principle that assure protection of the hearing impaired and the public in general.

a. Truth

Advertising shall tell the truth and shall reveal significant facts, the concealment of which would mislead the public, and shall not dispense any product, or part hereof, representing that it is new, unused, or rebuilt, when such is not the fact.

b. Responsibility

Advertisers shall be willing and able to provide substantiation of claims made.

c. Taste and Decency

Advertising shall be free of statements, illustrations, or implications which are offensive to good taste or public decency.

d. Disparagement

Advertising shall offer merchandise or service on its merits, and shall refrain from attacking competitors or disparaging their products, services, or methods of doing business.

e. Bait Advertisement

Advertising shall offer only merchandise or services that are readily available for purchase during the advertised period at the advertised price; e.g., it is unethical for any IHS member to advertise a particular model or kind of instrument to obtain prospects for the sale of a different model or kind of instrument than that advertised, or to imply a relationship with a manufacturer and trade names that does not exist.

f. Guarantees and Warranties

Advertising of guarantees and warranties shall be explicit. Advertising of any guarantee or warranty shall clearly and conspicuously disclose its nature and extent, the manner in which the guarantor or warrantor will perform and the identity of the guarantor or warrantor. It is unethical to use or cause to be used any guarantee or warranty which is false, misleading, deceptive, or unfair, whether in respect to the quality, construction serviceability, performance, or method of manufacture of any industry product, or in respect to the terms and conditions of refund of purchase price thereof, or in any other respect.

g. Mail Order/Internet Sales

It shall be unethical to offer for sale any class I medical device (hearing aid) when a direct face-to-face contact has not been established, i.e., by Internet or mail order.

SECTION IV: STANDARDS

Maintenance of high standards by all IHS members is in the best interest of persons served professionally, the IHS member, and the profession.

- a. It shall be unethical for the IHS member to willfully and knowingly violate any law, rule, or regulation applicable to the dispensing of hearing instruments.
- b. It shall be unethical to use such terms or any abbreviation of such terms as doctor, physician, otologist, board certified in hearing instrument sciences, audioprosthologist, clinical audiologist, medical audiologist, research audiologist, industrial audiologist, or any other title/abbreviation when such is not the fact. When holding a doctorate or other degree from a profession other than hearing sciences, delineation of such credential shall be required. (Special Note: The title Hearing Instrument Specialist is trademarked to the International Hearing Society and authorization for its use outside the membership must come from the IHS Executive Director.)
- c. It shall be unethical to use any symbol or depiction which connotes the medical profession.
- d. It shall be unethical to use any terms that may reasonably be said to confuse the public that a private business practice has some relationship to a governmental or nonprofit medical, educational, or research institution.

SECTION V: DISCRIMINATION

The IHS member shall not discriminate in the delivery of professional service on the basis of race, national origin, religion, sex, age, or marital status.

SECTION VI: ASSOCIATION

The IHS member is encouraged to associate with groups and organizations having as their objectives the betterment of the profession.

CONCLUSION

All members of IHS pledge themselves to observe and support this Code of Ethics. By violating any part, a member of IHS is subject to removal from membership in IHS. This Code is interpreted by the Ethics Committee and enforced by the Grievance Committee of IHS. Upon violation of this Code, the Grievance Committee may discipline members after investigation and hearing.

R156. Commerce, Occupational and Professional Licensing.

R156-46a. Hearing Instrument Specialist Licensing Act Rule.

R156-46a-101. Title.

This rule is known as the "Hearing Instrument Specialist Licensing Act Rule."

R156-46a-102. Definitions.

In addition to the definitions in Title 58, Chapters 1 and 46a, as used in Title 58, Chapters 1 and 46a or this rule, "unprofessional conduct," as defined in Title 58 Chapters 1 and 46a, is further defined, in accordance with Subsection 58-1-203(1)(e), in Section R156-46a-502.

R156-46a-103. Authority - Purpose.

This rule is adopted by the division under the authority of Subsection 58-1-106(1)(a) to enable the division to administer Title 58, Chapter 46a.

R156-46a-104. Organization - Relationship to Rule R156-1.

The organization of this rule and its relationship to Rule R156-1 is as described in Section R156-1-107.

R156-46a-302a. Qualifications for Licensure - Examination Requirements.

(1) In accordance with Subsections 58-46a-302(1)(~~f~~) and [58-46a-302.5(2)(a)] 58-46a-302(2)(d), the requirements for the examination of a hearing instrument ~~specialist and of a hearing instrument~~ intern are defined to require a minimum score of 85% on ~~[each section of]~~ the Utah Law and Rules Examination for Hearing Instrument Specialists.

(2) In accordance with Subsection 58-46a-302.5(1)(a), a hearing instrument intern shall obtain a passing score on each section of the HHS Practical Examination for Hearing Instrument Interns. If the Intern receives a failing score on any section, the intern may retake that section within 60 days. If the intern does not retake the failed section(s) within 60 days, the intern must retake the entire exam.

R156-46a-302b. Qualifications for Licensure - Internship Supervision Requirements.

In accordance with Subsections 58-46a-102(7) and 58-1-203(1)(b), the requirements for supervision of a hearing instrument intern are defined and clarified as follows.

(1) The hearing instrument intern supervisor shall:

(a) ~~(1)~~ supervise no more than one hearing instrument intern on direct supervision;

(b) ~~(2)~~ supervise no more than two hearing instrument interns at one time;

(c) ~~(3)~~ not begin an internship program until:

(i) ~~(a)~~ the hearing instrument intern is properly licensed as a hearing instrument intern; and

(ii) ~~(b)~~ the supervisor is approved by the Division in collaboration with the Board; and

(d) ~~(4)~~ notify the Division within ten working days if an internship program is terminated.

(2) The hearing instrument intern being supervised shall:

(a) if their internship program is terminated, notify the Division within 60 days of beginning a new supervised internship program; and

(b) if the intern does not obtain a supervisor within 60 days after their internship program is terminated, surrender their hearing instrument intern license.

R156-46a-303. Renewal Cycle - Procedures.

(1) In accordance with Subsection 58-1-308(1), the renewal date for the two-year renewal cycle applicable to licensees under Title 58, Chapter 46a is established by rule in Section R156-1-308a.

(2) Renewal procedures shall be in accordance with Section R156-1-308c.

R156-46a-304. Continuing Education.

In accordance with Section 58-46a-304, the continuing education requirement for renewal of licensure as a hearing instrument specialist is defined and clarified as follows:

(1) Continuing education courses shall be offered in the following areas:

- (a) acoustics;
- (b) nature of the ear (normal ear, hearing process, disorders of hearing);
- (c) hearing measurement;
- (d) hearing aid technology;
- (e) selection of hearing aids;
- (f) marketing and customer relations;
- (g) client counseling;
- (h) ethical practice;
- (i) state laws and regulations regarding the dispensing of hearing aids; and
- (j) other areas deemed appropriate by the Division in collaboration with the Board.

(2) Continuing education courses required under this section shall be approved by the American Speech-Language-Hearing Association (ASHA) or the International Hearing Society (IHS). Licensees shall retain copies of transcripts or certificates of completion from continuing education courses approved under this section for a period of four years, during which time the Division may audit the licensee's compliance with the requirements of this section.

~~[(4)]~~ (3) A minimum of 20 continuing education course hours shall be obtained by a hearing instrument specialist in order to have the license renewed every two years.

R156-46a-502a. Unprofessional Conduct.

"Unprofessional conduct" includes:

- (1) violating any state or federal law applicable to persons practicing as a hearing instrument specialist or hearing instrument intern;
- (2) failing to perform the minimum components of an evaluation for a hearing aid as set forth in Section R156-46a-502b;
- (3) dispensing a hearing aid without the purchaser having:
 - (a) received a medical evaluation as required by Subsection 58-46-502(5) within the six-month period prior to the purchase of a hearing aid; or
 - (b) a document signed by the purchaser being a fully informed adult waiving the medical evaluation in accordance with Food and Drug Administration (FDA) required disclosures in CFR Title 21, Section 801.421, except a person under the age of 18 years may not waive the medical evaluation;
- (4) engaging in unprofessional conduct specified in Subsection 58-1-501(2)(h) including:
 - (a) quoting prices of competitive hearing instruments or devices without disclosing that they are not the current prices or to show, demonstrate, or represent competitive models as being current when such is not the fact; and
 - (b) using stalling tactics, excuses, arguing or attempting to dissuade the purchaser to avoid or delay the customer from exercising the 30-day right to cancel a hearing aid purchase pursuant to Subsection 58-46a-503(1); and
- (5) failing to conform to the generally accepted and recognized standards and ethics of the profession including those established in the Code of Ethics of the International Hearing Society, adopted March 2009, which is hereby incorporated by reference.

R156-46a-502b. Minimum Components of an Evaluation for a Hearing Aid and Dispensing of a Hearing Aid.

- (1) The minimum components of a hearing aid examination are the following:
 - (a) air conduction tests at frequencies of 250, 500, 1000, 2000, and 4000 Hertz;
 - (b) appropriate masking if the air conduction threshold at any one frequency differs from the bone conduction threshold of the contralateral or nontest ear by 40 decibels at the same frequency;
 - (c) bone conduction tests at 500, 1000, and 2000 Hertz on every client with proper masking;
 - (d) speech audiometry by live voice or recorded voice, including speech discrimination testing, most comfortable loudness (MCL) measurements and measurements of uncomfortable levels of loudness (UCL); and

(e) recording and interpretation of audiograms and speech audiometry and other appropriate tests for the sole purpose of determining proper selection and adaptation of a hearing aid.

(2) Only when the above procedures are clearly impractical may the selection of the best instrument to compensate for the loss be made by trial of one or more instruments.

(3) Tests performed by a physician specializing in diseases of the ear, a clinical audiologist or another licensed hearing instrument specialist shall be accepted if they were performed within six months prior to the dispensing of the hearing aid.

R155-46a-502c. Calibration of Technical Instruments.

The requirement in Subsection 58-46a-303(3)(c) for calibration of all appropriate technical instruments used in practice is defined, clarified, and established as follows:

(1) any audiometer used in the fitting of hearing aids shall be calibrated when necessary, but not less than annually;

(2) the calibration shall include to ANSI standards calibration of frequency accuracy, acoustic output, attenuator linearity, and harmonic distortion; and

(3) calibration shall be accomplished by the manufacturer, or a properly trained person, or an institution of higher learning equipped with proper instruments for calibration of an audiometer.

R155-46a-502d. Form of Written Informed Consent.

In accordance with Subsection 58-46a-502(4)(c), an agreement to provide hearing instrument specialist goods and services shall include the patient's informed consent in substantially the following form.

TABLE ACKNOWLEDGEMENT OF INFORMED CONSENT

As a consumer of hearing instrument specialist goods or services, you are required to be informed of certain information as provided in Utah Code Ann. Sections 58-46a-502 and 503.

1. The list of goods and services to be provided to you include the following: (add additional lines as required) Services: Charge: Goods (circle as applicable: new, used, reconditioned): Charge: These goods (circle as applicable: are, are not) covered by a warranty or guarantee. Additional information about any warranty or guarantee is attached.

2. The licensees providing these goods and services are: (add additional lines as required) hearing instrument specialist: name: license number: hearing instrument specialist intern name: license number:

3. The expected results of the goods and services are:

4. If the goods to be provided include a hearing instrument:

(a) Additional information is attached about hearing instruments that work with assisted listening systems that are compliant with ADA Standards for Accessible Design adopted by the United States Department of Justice in accordance with the American with Disabilities Act, 42 U.S.C. Sec. 12101 et seq.

(b) You have the right to receive a written receipt or written contract, which includes notice to you that you have a 30-day right to cancel the purchase and obtain a refund if you find the hearing aid does not function adequately for you.

(i) The 30-day right to cancel shall commence from either the date the hearing aid is originally delivered to you or the date the written receipt or contract is delivered to you, whichever is later. The 30-day period shall be tolled for any period during which the hearing aid seller, dealer, or fitter has possession or control of the hearing aid after its original delivery.

(ii) Upon exercise of the 30-day right to cancel a hearing aid purchase, the seller of the hearing aid is entitled to a cancellation fee not to exceed 15% of all fees charged to the consumer, including testing, fitting, counseling, and the purchase price of the hearing aid. The exact amount of the cancellation fee shall be stated in the written receipt or contract provided to the consumer.

5. If the goods and services provided do not substantially enhance your hearing as stated in the expected results, you are entitled to:

(a) necessary intervention to produce satisfactory recovery results consistent with the representations made above at no additional cost; or

(b) refund of the fees you paid for the hearing instrument within a reasonable period of time after finding that the hearing instrument does not substantially enhance your hearing.

I hereby acknowledge being informed of the above and consent to the receive the goods and services.

Patient's Signature and Date

KEY: licensing, hearing aids, hearing instrument specialist, hearing instrument intern

Date of Enactment or Last Substantive Amendment: August 17, 2015

Notice of Continuation: January 27, 2014

Authorizing, and Implemented or Interpreted Law: 58-1-106(1)(a); 58-1-202(1)(a); 58-46a-101; 58-46a-304

R156. Commerce, Occupational and Professional Licensing.
R156-46a. Hearing Instrument Specialist Licensing Act Rule.
R156-46a-101. Title.

This rule is known as the "Hearing Instrument Specialist Licensing Act Rule."

R156-46a-102. Definitions.

In addition to the definitions in Title 58, Chapters 1 and 46a, as used in Title 58, Chapters 1 and 46a or this rule, "unprofessional conduct," as defined in Title 58 Chapters 1 and 46a, is further defined, in accordance with Subsection 58-1-203(1)(c), in Section R156-46a-502.

R156-46a-103. Authority - Purpose.

This rule is adopted by the division under the authority of Subsection 58-1-106(1)(a) to enable the division to administer Title 58, Chapter 46a.

R156-46a-104. Organization - Relationship to Rule R156-1.

The organization of this rule and its relationship to Rule R156-1 is as described in Section R156-1-107.

R156-46a-302a. Qualifications for Licensure - Examination Requirements.

In accordance with Subsections 58-46a-302(1)(f) and 58-46a-302.5(2)(a), the requirements for the examination of a hearing instrument intern are defined to require a minimum score of 85% on each section of the Utah Law and Rules Examination for Hearing Instrument Specialists.

R156-46a-302b. Qualifications for Licensure - Internship Supervision Requirements.

In accordance with Subsections 58-46a-102(7) and 58-1-203(1)(b), the requirements for supervision of a hearing instrument intern are defined and clarified as follows. The hearing instrument intern supervisor shall:

- (1) supervise no more than one hearing instrument intern on direct supervision;
- (2) supervise no more than two hearing instrument interns at one time;
- (3) not begin an internship program until:
 - (a) the hearing instrument intern is properly licensed as a hearing instrument intern; and
 - (b) the supervisor is approved by the Division in collaboration with the Board; and
- (4) notify the Division within ten working days if an internship program is terminated.

R156-46a-303. Renewal Cycle - Procedures.

- (1) In accordance with Subsection 58-1-308(1), the renewal date for the two-year renewal cycle applicable to licensees under Title 58, Chapter 46a is established by rule in Section R156-1-308a.
- (2) Renewal procedures shall be in accordance with Section R156-1-308e.

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In accordance with Section 58-46a-304, the continuing education requirement for renewal of licensure as a hearing instrument specialist is defined and clarified as follows:

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 - (a) acoustics;
 - (b) nature of the ear (normal ear, hearing process, disorders of hearing);
 - (c) hearing measurement;
 - (d) hearing aid technology;
 - (e) selection of hearing aids;
 - (f) marketing and customer relations;
 - (g) client counseling;
 - (h) ethical practice;
 - (i) state laws and regulations regarding the dispensing of hearing aids; and
 - (j) other areas deemed appropriate by the Division in collaboration with the Board.
- (2) Continuing education courses required under this section shall be approved by the American Speech-Language-Hearing Association (ASHA) or the International Hearing Society (IHS). Licensees shall retain copies of transcripts or certificates of completion from continuing education courses approved under this section for a period of four years, during which time the Division may audit the licensee's compliance with the requirements of this section.

(4) A minimum of 20 continuing education course hours shall be obtained by a hearing instrument specialist in order to have the license renewed every two years.

R156-46a-502a. Unprofessional Conduct.

"Unprofessional conduct" includes:

- (1) violating any state or federal law applicable to persons practicing as a hearing instrument specialist or hearing instrument intern;
- (2) failing to perform the minimum components of an evaluation for a hearing aid as set forth in Section R156-46a-502b;
- (3) dispensing a hearing aid without the purchaser having:
 - (a) received a medical evaluation as required by Subsection 58-46-502(5) within the six-month period prior to the purchase of a hearing aid; or
 - (b) a document signed by the purchaser being a fully informed adult waiving the medical evaluation in accordance with Food and Drug Administration (FDA) required disclosures in CFR Title 21, Section 801.421, except a person under the age of 18 years may not waive the medical evaluation;
- (4) engaging in unprofessional conduct specified in Subsection 58-1-501(2)(h) including:
 - (a) quoting prices of competitive hearing instruments or devices without disclosing that they are not the current prices or to show, demonstrate, or represent competitive models as being current when such is not the fact; and
 - (b) using stalling tactics, excuses, arguing or attempting to dissuade the purchaser to avoid or delay the customer from exercising the 30-day right to cancel a hearing aid purchase pursuant to Subsection 58-46a-503(1); and
- (5) failing to conform to the generally accepted and recognized standards and ethics of the profession including those established in the Code of Ethics of the International Hearing Society, adopted March 2009, which is hereby incorporated by reference.

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 - (d) speech audiometry by live voice or recorded voice, including speech discrimination testing, most comfortable loudness (MCL) measurements and measurements of uncomfortable levels of loudness (UCL); and
 - (e) recording and interpretation of audiograms and speech audiometry and other appropriate tests for the sole purpose of determining proper selection and adaptation of a hearing aid.
- (2) Only when the above procedures are clearly impractical may the selection of the best instrument to compensate for the loss be made by trial of one or more instruments.
- (3) Tests performed by a physician specializing in diseases of the ear, a clinical audiologist or another licensed hearing instrument specialist shall be accepted if they were performed within six months prior to the dispensing of the hearing aid.

R156-46a-502c. Calibration of Technical Instruments.

The requirement in Subsection 58-46a-303(3)(c) for calibration of all appropriate technical instruments used in practice is defined, clarified, and established as follows:

- (1) any audiometer used in the fitting of hearing aids shall be calibrated when necessary, but not less than annually;
- (2) the calibration shall include to ANSI standards calibration of frequency accuracy, acoustic output, attenuator linearity, and harmonic distortion; and
- (3) calibration shall be accomplished by the manufacturer, or a properly trained person, or an institution of higher learning equipped with proper instruments for calibration of an audiometer.

R156-46a-502d. Form of Written Informed Consent.

In accordance with Subsection 58-46a-502(4)(c), an agreement to provide hearing instrument specialist goods and services shall include the patient's informed consent in substantially the following form.

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1. The list of goods and services to be provided to you include the following: (add additional lines as required)

Services: Charge:

Goods (circle as applicable: new, used, reconditioned): Charge:

These goods (circle as applicable: are, are not) covered by a warranty or guarantee. Additional information about any warranty or

guarantee is attached.

2. The licensees providing these goods and services are:

(add additional lines as required)

hearing instrument specialist:

name: license number:

hearing instrument specialist intern

name: license number:

3. The expected results of the goods and services are:

4. If the goods to be provided include a hearing instrument:

(a) Additional information is attached about hearing instruments that work with assisted listening systems that are compliant with ADA Standards for Accessible Design adopted by the United States Department of Justice in accordance with the American with Disabilities Act, 42 U.S.C. Sec. 12101 et seq.

(b) You have the right to receive a written receipt or written contract, which includes notice to you that you have a 30-day right to cancel the purchase and obtain a refund if you find the hearing aid does not function adequately for you.

(i) The 30-day right to cancel shall commence from either the date the hearing aid is originally delivered to you or the date the written receipt or contract is delivered to you, whichever is later. The 30-day period shall be tolled for any period during which the hearing aid seller, dealer, or fitter has possession or control of the hearing aid after its original delivery.

(ii) Upon exercise of the 30-day right to cancel a hearing aid purchase, the seller of the hearing aid is entitled to a cancellation fee not to exceed 15% of all fees charged to the consumer, including testing, fitting, counseling, and the purchase price of the hearing aid. The exact amount of the cancellation fee shall be stated in the written receipt or contract provided to the consumer.

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(a) necessary intervention to produce satisfactory recovery results consistent with the representations made above at no additional cost; or

(b) refund of the fees you paid for the hearing instrument within a reasonable period of time after finding that the hearing instrument does not substantially enhance your hearing.

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**HEARING INSTRUMENT SPECIALIST
LICENSING ACT RULE**

**R156-46a
Utah Administrative Code
Issued August 17, 2015**

Disclaimer: The statute/rule above is an unofficial version provided for convenience only and may not be identical to the official versions on the Utah State Legislature (www.le.utah.gov) and the Utah Division of Administrative Rules (www.rules.utah.gov) websites.