



Department-hosted Hearing Aid Dispenser Exam (DHADE) Candidate Preparation

The DHADE consists of six test sections designed to evaluate your knowledge in the following:

- Techniques of and proficiency in taking ear mold impressions
- Measuring of hearing by pure tone audiometry (including air, bone, and masking methods)
- Speech audiometry
- Testing hearing
- Fitting and evaluating hearing aids
- Function and physics of hearing aids
- The human hearing mechanism (including its functions and causes of its disorders)
- Rehabilitation and hearing conservation techniques as related to hearing aids
- Medical and rehabilitation facilities for adults and children with hearing disorders in Arizona
- Arizona Revised Statutes (A.R.S.) Title 36, Chapter 17 and Arizona Administrative Code (A.A.C.) Title 9, Chapter 16, Article 3: the statutes and rules governing hearing aid dispensers regarding bill of sale and client file requirements. These are available on the [Department's website](#).

Test #1: Ear Impression Procedures

This section consists of questions related to the knowledge and procedures required to safely complete an ear impression for a hearing aid or earmold.

Topics may include:

- Preparing the workspace
- Infection control and sanitation
- Patient communication- providing instructions and expectations throughout
- Otoscopic inspection
- Identifying contraindications to taking an ear impression
- Selection and placement of an otoblock (otodam)
- Impression materials and mixing techniques
- Syringe loading and impression techniques
- Proper bracing techniques
- Removal and inspection of the completed impression
- Patient education and follow-up
- Packaging and handling of ear impressions
- Safety considerations throughout the procedure

To prepare for this section, review the complete ear impression process from beginning to end and understand the purpose and importance of each step. Be familiar with proper infection control procedures, thorough patient communication, and situations in which an ear impression should not be performed.

Candidates are encouraged to review the [Department's Technical Assistance: Bracing resource](#), which is also available on the Department website.

Test #2: Pure Tone and Speech Audiometry

This section consists of questions covering pure tone audiometry, speech audiometry, audiometric equipment, testing procedures, and troubleshooting.

Topics may include:

- Audiometer performance checks
- Speech circuit calibration
- Purpose and rationale for calibration
- Consequences of improper calibration
- Pure-tone air conduction testing

- Bone conduction testing
- Speech reception threshold (SRT)
- Speech discrimination (word recognition)
- Uncomfortable Loudness Levels (ULL) or Threshold of Discomfort (TD)
- Patient instructions for audiometric testing
- Troubleshooting unexpected patient responses
- Masking principles
- Test reliability and validity
- Infection control during testing

To prepare, review standard audiometric procedures and understand why each test is performed, appropriate patient instructions, and methods for identifying and correcting unreliable responses while maintaining valid test results.

Test #3: Counseling and Device Orientation

This section consists of questions related to counseling patients and providing hearing aid orientation and education.

Topics may include:

- Hearing aid battery replacement or charging procedures
- Telecoil technology, signage, and operation
- Hearing aid controls and features
- Realistic expectations for new hearing aid users
- Cleaning and routine maintenance
- Daily care and storage
- Troubleshooting common hearing aid concerns
- Communication strategies for hearing aid users and family members
- Assistive listening devices and other hearing resources
- Community resources and support services

To prepare, review common counseling scenarios and be familiar with the information typically provided during a hearing aid fitting and orientation appointment.

Test #4: Audiogram Review

For this section, you will be provided with a series of audiograms and relevant patient information. You will answer questions requiring interpretation of the audiometric results.

Topics may include:

- Fitting candidacy
- Degree of hearing loss
- Type of hearing loss
- Symmetry versus asymmetry
- Air-bone gaps
- Masking
- Speech test interpretation
- Configuration of hearing loss
- Stenger method
- Appropriate next steps or medical referrals
- Identifying clinically significant findings

To prepare, practice interpreting a variety of audiograms and become comfortable identifying common hearing loss patterns and their clinical implications.

Test #5: Hearing Aid Data Sheet Review

For this section, you will receive a hearing aid data (specification) sheet and answer questions related to the information provided.

Topics may include:

- Frequency response
- Gain
- Output
- Compression characteristics
- Battery information
- Hearing aid features
- Performance specifications
- Comparison of hearing aid models

To prepare, become familiar with manufacturer data sheets and understand how hearing aid performance characteristics relate to patient needs.

Test #6: Fitting Dynamics and Customization

This section consists of multiple-choice and true/false questions related to hearing aid fitting techniques and customization.

Topics may include:

- Hearing aid fittings
- Coupling systems
- Earmolds and domes
- Venting
- Tubing
- Receiver selection
- Physical fit and retention
- Acoustic modifications
- Feedback management
- Customization techniques

To prepare, review the factors that influence hearing aid fit, comfort, retention, acoustics, and overall patient satisfaction.

General Preparation Tips

- Review the complete hearing aid fitting process from initial evaluation through follow-up care.
- Understand the purpose and rationale behind common hearing aid dispensing procedures.
- Become familiar with standard audiometric terminology and interpretation.
- Review hearing aid components, technology, and manufacturer data sheets.
- Study infection control practices and patient safety principles.
- Read each exam question carefully before selecting your answer.

Test Conclusion

Testing is self-paced and ends at approximately 1:00 PM. Many candidates finish before the scheduled end time.

When you have finished all portions of the examination, notify the examination proctor for a final review and dismissal.