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SUPPORT

## READY, SET, GO!

A guide for travelling with your Cochlear™ implant

*Hear now. And always*



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## A guide for travelling with your Cochlear™ implant

Travelling with a Cochlear implant can be easy but it's important to plan ahead.

There are a few simple steps you can take that will make your holiday or business trip with your device stress free.

### 1 PATIENT ID CARD

There are a few ways you can get a copy of the Patient ID card:

- Download a copy from **myCochlear**, your secure personalised webspace at [www.cochlear.com/au/mycochlear](http://www.cochlear.com/au/mycochlear).
- Call Cochlear Customer Service on:  
+61 1800 620 929 (Australia)  
+64 0800 444 819 (New Zealand)
- Email us on [customerservice@cochlear.com](mailto:customerservice@cochlear.com) to request one.

#### Patient Identification Card

This person is implanted with a cochlear implant. A metal device is implanted under the skin behind the ear, and external equipment is worn behind the ear or on the body (e.g. in a pocket). Without the equipment, this person cannot hear.

The system may activate airport security metal detectors.



This person may be safely scanned with MRI only under very specific conditions for their implant model. Scanning under different conditions may result in severe patient injury or device malfunction. Full MRI safety information is available in the MRI section of the Important Information Booklet, available at [www.cochlear.com/warnings](http://www.cochlear.com/warnings) or by calling your regional Cochlear office – contact numbers available on reverse side of card.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_

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Cochlear™



## 2 FIND A CLINIC NEAR YOU

- Make sure you know where you can go for help. Before leaving, visit **Find a Clinic** at [www.cochlear.com/au](http://www.cochlear.com/au) to find worldwide Cochlear clinic locations. You can use **Find a Clinic** from anywhere in the world via the local Cochlear.com website.
- Ask your audiologist for a paper or electronic copy of your current MAP(s). Make sure you bring this copy on your trip. If for some reason your sound processor needs to be programmed while you're away, just call or visit a Cochlear clinic and take a copy of your MAP.
- If you are not near a clinic, we recommend you call Cochlear Australia and New Zealand Customer Service or email us on [customerservice@cochlear.com](mailto:customerservice@cochlear.com) before you leave.

Be sure to let Customer Service know your full name, specifically where you are travelling and what sound processor you have. They will then work with the global network of Cochlear contacts to best support you. If you provide a local phone contact they can call you if you prefer.



### 3 LOCAL SUPPORT FROM COCHLEAR

- As a general rule, Cochlear will not ship devices from Australia to your overseas destination. This is due to strict laws regulating the import and export of medical devices. The Australia and New Zealand team will, whenever possible, work with the local Cochlear team to help you – this ensures prompt delivery and avoids difficulties of getting medical devices through customs in other countries which can cause lengthy delays.
- We also recommend you set up your **myCochlear** account before you travel if you have not already done so. You can do this from [www.cochlear.com/au](http://www.cochlear.com/au) by selecting **myCochlear**. This will provide you with personalised troubleshooting support for your device.
- You may also find useful videos on the Cochlear YouTube channel [www.youtube.com/user/CochlearAusNZ](http://www.youtube.com/user/CochlearAusNZ). Alternatively you can reach us via the Cochlear Australia and New Zealand Facebook page [www.facebook.com/CochlearANZ](http://www.facebook.com/CochlearANZ).

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## PACK THESE IN YOUR CARRY-ON BAG WHERE EVER POSSIBLE

- Patient ID card.
- Back-up sound processor with back-up coil and cables. If you have upgraded to a new sound processor, you may like to pack a previous model as a spare to support you to stay on the air.
- Accessories and accessory cables (i.e. personal audio cable and mains isolation cable).
- Rechargeable and disposable batteries (PowerOne Implant Plus P675 Zinc Air).
- Battery charger (with international plug adapters if you need them).
- Remote Assistant.
- Everyday Case with drying capsules.
- In your suitcase, consider packing a Dry & Store® solution.



## REGULATIONS ABOUT LITHIUM ION BATTERY CELLS

Airlines are becoming increasingly strict about carrying lithium ion battery cells on passenger planes.

We suggest you contact your airline before you travel to check their policy (e.g. if you can take them in carry on or in checked in luggage). Importantly Cochlear Australia and New Zealand cannot supply you with lithium ion cells out of Australia while you are away due to strict regulations surrounding these products and their handling. We will put you in touch with the closest Cochlear office should you need urgent supply of these products while you travel. If it is available option for your listening program, we suggest you travel with back up zinc air batteries and battery holder in case you need them.

## ARE YOU TRAVELLING BY AIR?

You can walk through the metal detectors and full body scanners with your sound processor turned on. However, to avoid any potential buzzing sounds as you pass through, you may wish to remove your sound processor.

Your device cannot interfere with the plane's navigation or communication systems. Although your implant transmits radio frequency (RF) signals, these are very short range and limited to a distance of less than 1.5 metres from the external coil. Therefore, there is no need to turn your device off during take-off or landing. However, your Remote Assistant does transmit high frequency radio waves and should be powered off during take-off and landing.

If you wish to listen to music and/or TV provided by the airline, use your Personal Audio Cable coupled with Mains Isolation Cable to connect. The Mains Isolation Cable is strongly recommended as it has surge protection built in.

If you have a Nucleus 6 Sound Processor you may like to consider a wireless accessory such as the Cochlear Wireless Mini Microphone to assist with hearing audio on the plane and for communication while away.

## ARE YOU TRAVELLING BY CAR?

Try the lapel microphone and, if you wear a Cochlear Nucleus 6 Sound Processor (unilateral), try using a Cochlear Wireless Mini Microphone and position it where you can hear other passengers in the car.

## WARRANTY AND INSURANCE

While Cochlear's warranty coverage is global, it is important to remember that warranty does not cover a lost or damaged processor. Prior to travelling we recommend you consider insuring your sound processor against loss, theft or damage.

**For any additional information, please do not hesitate to contact Cochlear Customer Service on +61 1800 620 929 (Australia), +64 0800 444 819 (New Zealand) or refer to the hints & tips section on myCochlear.**

*Enjoy your travel!*

# Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to bringing the gift of sound to people with moderate to profound hearing loss. We have helped over 400,000 people of all ages live full and active lives by reconnecting them with family, friends and community.

We give our recipients the best lifelong hearing experience and access to innovative future technologies. For our professional partners, we offer the industry's largest clinical, research and support networks.

That's why more people choose Cochlear than any other hearing implant company.

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