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38	A	B	C	D	E
39	A	B	C	D	E

PRACTICE QUESTIONS

CA HEARING AID DISPENSERS

SBFGKFNS

CA Hearing Aid Dispensers Written Examination

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for CA HEARING AID DISPENSERS **SBFGKFNS**, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, **SBFGKFNS**
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

Under the California Hearing Aid Dispensers Licensing Law, who is required to hold a valid hearing aid dispenser license issued by the Department of Consumer Affairs before fitting or selling a hearing aid to a consumer?

- ☐ A Any retail employee of a licensed hearing aid dispensing business
- ☒ B Any person who fits, sells, or dispenses hearing aids to California consumers for compensation
- ☐ C Only the owner of a hearing aid dispensing establishment
- ☐ D Only persons who perform audiometric testing

ANSWER B

WHY California law requires that any individual who fits, sells, or dispenses hearing aids to consumers for compensation hold a valid license issued by the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board. Working for a licensed business or owning a dispensary does not substitute for personal licensure.

QUESTION 2

SINGLE CHOICE

When dispensing a hearing aid to a consumer in California, the dispenser must provide a written contract that includes all of the following EXCEPT:

- ☐ A The make, model, and serial number of the hearing aid being sold
- ☐ B A clear statement of the consumer's right to a trial period of at least 45 days
- ☒ C The dispenser's personal home address
- ☐ D The itemized charges, including any nonrefundable fees

ANSWER C

WHY The written contract must include the make, model, and serial number of the hearing aid, the trial period rights, total charges, refund policy, warranty terms, and the license number of the dispenser. The dispenser's personal home address is not a required element and need not be disclosed.

QUESTION 3

SINGLE CHOICE

A consumer in California purchases a hearing aid and returns it within the trial period. The dispenser may do which of the following with respect to charges?

- ☐ A Keep the entire purchase price as a forfeit
- ☒ B Charge only the agreed-upon nonrefundable fitting fee disclosed in the contract and refund the balance
- ☐ C Charge a 25 percent restocking fee in addition to the fitting fee
- ☐ D Keep 50 percent of the purchase price regardless of contract terms

ANSWER B

WHY Under the California 45-day trial period rule, a consumer may return a hearing aid during the trial period for a refund minus only the nonrefundable fitting/service fee that was clearly itemized and disclosed in the written contract before the sale.

QUESTION 4

SINGLE CHOICE

Before selling or fitting a hearing aid, the California dispenser must obtain which of the following from the consumer?

- ☒ A A physician's medical evaluation of the ears performed within the prior six months, or a written waiver of that evaluation signed by the consumer
- ☐ B A statement from the consumer that they have no ear pain
- ☐ C A referral from a licensed audiologist
- ☐ D A prescription from an otolaryngologist

ANSWER A

WHY California law, consistent with federal Food and Drug Administration requirements, requires that the consumer either provide a written statement from a physician documenting a medical evaluation within the prior six months, or sign a written waiver acknowledging that the evaluation has been recommended but declined. Verbal statements or referrals alone are not substitutes.

QUESTION 5

SINGLE CHOICE

When taking an ear impression for a custom hearing aid or earmold, the California dispenser must do which of the following?

- ☐ A Perform the impression without otoscopic examination to save the consumer time
- ☒ B Inspect the ear canal with an otoscope and use a recognized impression technique with appropriate otostop/otoblock placement
- ☐ C Use cotton-tipped applicators as an otoblock substitute
- ☐ D Skip the impression if the consumer reports previous successful impressions

ANSWER B

WHY Safe impression technique requires otoscopic inspection to rule out contraindications (cerumen impaction, otitis, foreign bodies, perforated tympanic membrane) followed by proper otoblock placement and use of impression material appropriate to the canal. Omitting the otoscope, using inappropriate substitutes, or skipping the impression based on history alone are unsafe and not permitted.

QUESTION 6

SINGLE CHOICE

Pure-tone audiometry performed by a California hearing aid dispenser typically includes which of the following steps as part of the standard test battery?

- ☒ A Air-conduction testing at octave and interoctave frequencies from 250 Hz through 8000 Hz, plus bone conduction when indicated, with masking applied as needed
- ☐ B Measurement of speech recognition scores only
- ☐ C Tympanometry exclusively
- ☐ D Otoacoustic emissions exclusively

ANSWER A

WHY A standard pure-tone audiometric evaluation by a dispenser includes air-conduction thresholds at octave and interoctave frequencies (typically 250–8000 Hz), bone conduction when type and degree of loss warrant it, and proper masking of the nontest ear. Speech audiometry and immittance measures may be used to supplement, not replace, this battery.

QUESTION 7

SINGLE CHOICE

Which hearing aid style is most appropriate for a consumer with a mild, high-frequency hearing loss who wants a discreet, cosmetically acceptable device and has adequate dexterity and ear canal anatomy?

- ☐ A Behind-the-ear (BTE) with earmold
- ☐ B Body-worn hearing aid
- ☒ C In-the-canal (ITC) or completely-in-canal (CIC) style
- ☐ D Spectacle-mounted hearing aid

ANSWER C

WHY ITC and CIC styles sit within the ear canal, are cosmetically discreet, and are commonly appropriate for mild losses (particularly high-frequency losses) when the canal is large enough, the loss is not severe, and the user has the dexterity to handle and maintain a small device. BTE with earmold is generally indicated for more severe losses, and body-worn and spectacle aids are largely outdated for this profile.

QUESTION 8

SINGLE CHOICE

After the initial hearing aid fitting, the California dispenser should schedule follow-up appointments primarily to:

- ☐ A Meet a state quota of four visits regardless of need
- ☒ B Verify benefit, fine-tune the fitting based on the consumer's reported experience, and check the physical fit of the device and earmold
- ☐ C Recharge the hearing aid batteries
- ☐ D Collect the final payment only

ANSWER B

WHY Follow-up visits after a fitting are to verify benefit (often through real-ear measurement or aided testing), make adjustment and fine-tuning decisions based on the consumer's experience, ensure physical comfort and acoustic seal, and reinforce counseling and use/care instructions. They are clinically driven, not a fixed quota, and are not for battery charging or payment collection.

QUESTION 9

MULTIPLE CHOICE

Which of the following should a California hearing aid dispenser include when counseling a new hearing aid user? (Choose two.)

- ☒ **A** Insertion and removal of the device and earmold
- ☐ **B** Cleaning, battery management, and storage of the hearing aid
- ☐ **C** Performing middle-ear surgery at home if the ear aches
- ☒ **D** Realistic expectations and communication strategies for difficult listening environments

ANSWER A • D

WHY Counseling must address the practical handling skills (insertion, removal, cleaning, battery use, storage) and the audiologic/counseling component (realistic expectations, use of visual cues, communication strategies in noise). Self-surgery is obviously inappropriate and would constitute unlicensed medical practice.