

MONTANA BOARD OF HEARING AID DISPENSERS
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JURISPRUDENCE EXAMINATION

Exam Candidate _____

Date _____

**CHOOSE THE CORRECT ANSWER ON QUESTIONS 1 - 10.
INDICATE TRUE OR FALSE ON QUESTIONS 11 - 20**

1. The purpose of the Montana Board of hearing Aid Dispensers is:
 - a. to promote the use of hearing aids and related devices by the hearing impaired;
 - b. to promote hearing aid dispensers' services to the public;
 - c. to implement and enforce the policies of the American Speech-Language Hearing Association (ASHA);
 - d. to protect the health, safety and welfare of the public.

2. The Montana Board of Hearing Aid dispensers has the power to:
 - a. suspend or revoke a hearing aid dispenser's license, subject to the dispenser's right to a hearing;
 - b. initiate legal action against an unlicensed person who sells or dispenses hearing aids in Montana without a license;
 - c. require periodic inspection and calibration of hearing aid dispensers' audiometric testing equipment.
 - d. All of the above.
 - e. None of the above.

3. A licensed hearing aid dispenser trainee:
 - a. must work under the direct supervision of a licensed hearing aid dispenser;
 - b. may perform testing necessary for proper selection and fitting of hearing aids and related devices;
 - c. must complete 1000 hours of supervised training.
 - d. All of the above.
 - e. None of the above.

4. The "right to cancel":
 - a. must be a written notice by the patient;
 - b. must be set off from surrounding text in a bold-lined box;
 - c. shall be positioned immediately above the signature line of the patient and seller verifying delivery.
 - d. All of the above.
 - e. Both b and c.

5. The license of a hearing aid dispenser who is eligible to renew but fails to do so by the annual renewal date, lapses and the dispenser:
 - a. has a 45 day grace period within which to renew the lapsed license by paying the required fees and penalties and during the grace period the dispenser may lawfully sell or dispense hearing aids and related devices;
 - b. may renew the lapsed license upon payment of required fees and penalties for up to 2 years from the date the license the license lapsed, after which the license terminates and cannot be renewed;
 - c. may apply for a new license after termination of the non-renewed license by paying the required fees and re-taking and passing the licensure examinations.
 - d. All of the above.
 - e. None of the above.

6. Licensed hearing aid dispensers:
- a. need not complete any hours of continuing education to maintain licensure due to the clinical nature of their daily work;
 - b. must complete ten clock hours of continuing education per renewal period except the continuing education requirement does not apply to individuals renewing their initial Montana license for the first time so long as the license was issued less than 6 months prior to the renewal date;
 - c. may carry forward up to 10 hours to partially or fully satisfy the next year's continuing education requirements;
 - d. Both b and c.
7. The following tests shall be performed as specified:
- a. all audiometers shall be calibrated to ANSI;
 - b. bone conduction test shall be conducted bilaterally;
 - c. air conduction tests shall be conducted bilaterally.
 - d. All of the above.
 - e. Both b and c.
8. A licensed hearing aid dispenser may have his/her license suspended or revoked for:
- a. knowingly employing any suspended or unlicensed person to perform work for which a hearing aid dispenser license or trainee license is required;
 - b. falsifying hearing test or evaluation results or any associated client records;
 - c. using improbable, misleading, deceptive or untruthful advertising;
 - d. All of the above.
 - e. Both a and b.
9. Among the requirements for inclusion in the bill of sale are:
- a. the make and type of the hearing aid; the condition of the instrument; whether it is new, used or reconditioned; and terms of any warranty;
 - b. the dispenser's license number, signature, address of the dispenser's permanent place of business, and the amount charged;
 - c. the current telephone number and address of the board's office;
 - d. All of the above.
 - e. Both a and b.
10. Client records maintained shall include:
- a. copies of all print advertising and scripts of radio and television ads;
 - b. dates and places of client contacts, method of contacts, and identity of person initiating contact;
 - c. service log including date(s) client returned the aid or device and returned to client and description of problem(s) and a corresponding log of date(s) aid or device returned to client and description of corrective action taken;
 - d. copies of the bill of sale, three day cancellation notice and delivery verification form.
 - e. All of the above.

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PLEASE CHOOSE TRUE OR FALSE

- TRUE FALSE 11. A purchaser has a right to cancel for 30 days of the date of delivery of the hearing aid or related device excluding periods of return for service, repairs, or remakes. The purchaser's notice of cancellation must be given in writing and refund must be made within 10 days of receipt of the written notice of cancellation.
- TRUE FALSE 12. A hearing aid dispenser license may be subject to disciplinary action for initiating contact by telephone without first identifying him/herself by name and identifying the company the dispenser represents.
- TRUE FALSE 13. A person under 18 years of age may waive the requirement for a medical evaluation and verification by a physician that there are no medical factors or conditions that render hearing aid use inadvisable as a treatment or remedy for hearing loss.
- TRUE FALSE 14. When a person cancels within 30 days of the date of delivery, the dispenser may deduct from the refund a dispensing fee not to exceed 25% of the person's purchase price or \$500, whichever is less. The dispensing fee must be prominently displayed on all transactional documents in a dollar amount.
- TRUE FALSE 15. A licensed dispenser may sell a replacement hearing aid without conducting a hearing test provided that the replacement hearing aid is of the same make and model and is sold within 1 year of the original sale.
- TRUE FALSE 16. A hearing aid dispenser must have a permanent place of business that is open to the public at least three days a week.
- TRUE FALSE 17. The sponsor/supervisor of a trainee is not required to be available at the same location as the trainee to provide consultation.
- TRUE FALSE 18. Client records must be retained for a minimum of 5 years from the last recorded service date and deceased clients' records must be retained for a minimum of 1 year.
- TRUE FALSE 19. All licensed hearing aid dispensers shall notify the board of any change of address within 10 days of the change.
- TRUE FALSE 20. The bill of sale must contain any warranty and the right to cancel.