

# Hearbank User's Guide

PEDIATRIC HEARING DEVICE LOANER PROGRAM WEB APPLICATION

April 2023



## **Hearbank User's Guide**

Minnesota Department of Health  
Children and Youth with Special Health Needs  
PO Box 64975  
St. Paul, MN 55164-0975  
1-800-728-5420  
[health.cyshn@state.mn.us](mailto:health.cyshn@state.mn.us)  
[www.health.state.mn.us](http://www.health.state.mn.us)

*Upon request, this material will be made available in an alternative format such as large print, Braille or audio recording.*

# Contents

Hearbank User's Guide .....	0
Introduction .....	4
Access to Hearbank.....	4
Help menu.....	4
Obtain an account on Hearbank .....	4
Provider account .....	4
Facility/Clinic account.....	4
Login to Hearbank.....	4
Update your User Profile.....	5
View associated organizations/facilities.....	7
Search hearing devices.....	7
Place an Order .....	8
Add Hearing devices .....	8
Enter Order Information.....	9
Enter Patient Information .....	11
Manage and update your orders .....	11
Enter a Fit date .....	12
Lost Devices.....	13
Reporting a lost device .....	13
Finding a previously lost device.....	13
Added functionality for Facility Contacts .....	14
Submit a new order on behalf of another provider at your facility .....	14

## HEARBANK USER'S GUIDE

Re-assign orders from one provider to a different provider at your facility .....	15
Check facility and provider information for your facility .....	15
Return devices.....	16
Exit Hearbank .....	16

## Introduction

The Minnesota Department of Health (MDH) provides funding support for Minnesota's infant and pediatric hearing device loaner program. In 2016, the Hearbank web application was developed to replace the loaner program's previous online device reservation system. The Hearbank application is hosted by MDH. Children's Health Care is the current administrator of the loaner program and serves as the first point of contact for questions or technical assistance.

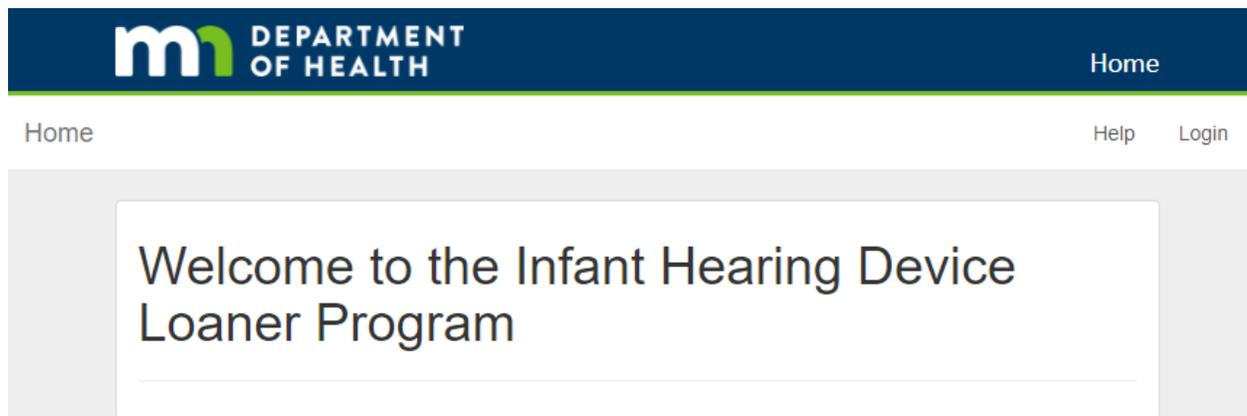
Contact information for Loaner Program Administrator:

Children's Minnesota Audiology  
2530 Chicago Avenue South  
Suite 450  
Minneapolis, MN 55404

Phone: 612 813-7610  
Secure Fax: 612 813-6889  
[email: hearbank@childrensmn.org](mailto:hearbank@childrensmn.org)

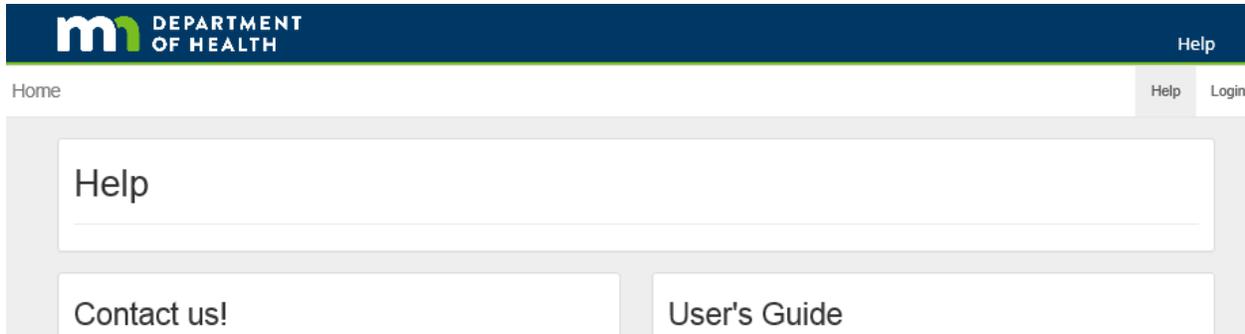
## Access to Hearbank

[Hearbank website: https://hearbank.web.health.state.mn.us/home.xhtml](https://hearbank.web.health.state.mn.us/home.xhtml)



## Help menu

Access the Help menu from the top right corner of homepage. You will be able to view contact information for the loaner program administrator, download user guide, download forms to request user accounts, update facility information, suggest hearing devices for inventory, and download patient loaner agreement forms.



## Obtain an account on Hearbank

### Provider account

From the Help Menu (top right corner of home page), download the Provider Account Request Form and return form to the loaner program. The loaner program administrator will send you instructions on how to access your account, including a username. If you have a preference for a username, please provide that to the loaner program administrator (usernames cannot be changed). You can also log into your account using your email address, which can be changed later if needed.

### Facility/Clinic account

In order to have loaner devices shipped to your clinic, your facility/clinic must have an account. Download the Facility/Clinic Request Form from the Help menu. Your facility/clinic will need one user that is designated as *facility contact*. The facility contact will be able to manage all orders for all providers/patients at the facility. This capability was developed so the facility contact could re-assign patients/device orders to other providers at the facility if needed. The facility contact must verify they have permission to view patient information for all patients from their facility that are requesting devices from the loaner program.

## Login to Hearbank

At upper right corner of homepage, select "Login." The application will re-direct to a login page (pictured below). Enter your username or email and password where prompted and select "Log in."

You will need to reset your password the first time you login. To reset the password, select "Forgot password?" Then type in your username or email address and select "Submit." The application will email you instructions and a link to create a new password. The email will be from a state.mn.us email account. This link will expire within 5 minutes. When you select the

link, the system requires you to update your password. Enter your new password and select "Submit."

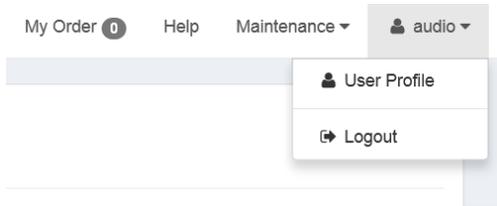


Once you have logged in, you will be directed back to the loaner program's home page where you will have additional menus for searching hearing devices, managing your orders/borrowed devices (including entering fit dates), submitting new orders, viewing the organizations and facilities where you work, and updating your user profile.

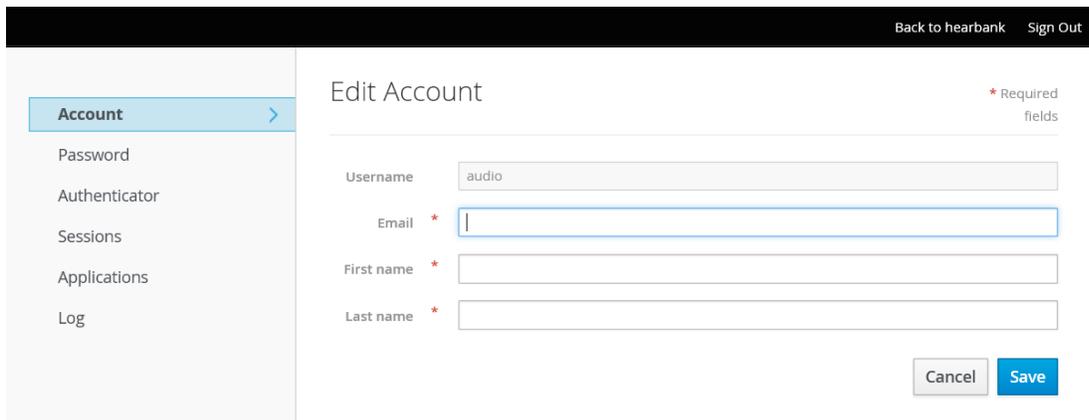


## Update your User Profile

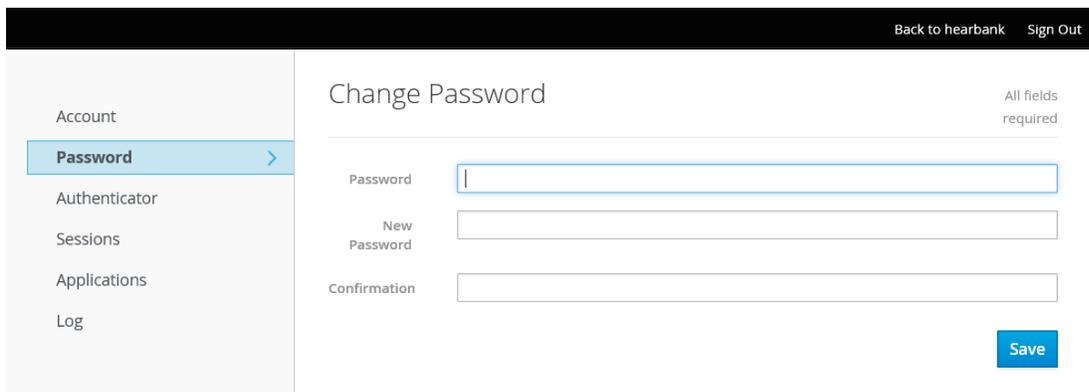
After logging in, the Login button will be replaced by your username in the top right corner. Select the button with your username, then from the menu that pops up, select "User Profile."



You will be directed to the account management screen. There is a menu on the left with several tabs. From the “account” tab, you can update your name and email address (picture below).



From the “password” tab, you can change your password (picture below).

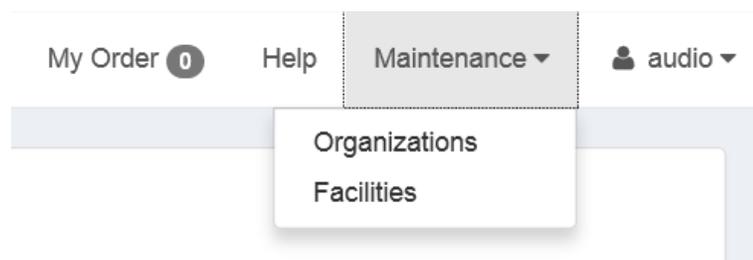


For the purposes of this application, users should focus on only the top two tabs (account and password). The Authenticator tab allows you to download the application for your mobile device. *Before viewing on your mobile device, make sure you have permission from your employer to view protected health information on your mobile device.* The remaining options below the password tab are “housekeeping” links that you should not need to use.

When you are finished updating your profile, you can either return to Hearbank or sign out (logout). Select those choices at the upper right corner of Account Management page (picture below). Choosing “Back to Hearbank” will take you to Hearbank home page.

## View associated organizations/facilities

From the homepage, select on the “Maintenance” menu (picture below). You will be able to view your associated organizations and facilities by choosing the corresponding button. “Organization” refers to entities that may have multiple facilities in their network. “Facilities” refers to the physical location where you see your patients. If you see patients at multiple facilities, please make sure all your facilities are listed correctly. If errors are present, contact the loaner program administrator.



## Search hearing devices

Select “Hearing devices” button at top left corner of screen (next to “Home” button). This will bring up a list of all hearing devices in inventory. On the left under “Search,” you have the choice of searching by type of device (Accessory, BTE, Bone Conduction Device, CROS, Remote microphone, etc.), manufacturer, serial number or notes. In the “notes” you might find information about device color or other options, so if you type “black” you can quickly look to see if device notes specify “black.” You can also search notes for other keywords like “HiPro, MiniMic, unilateral or bilateral softbands, or tamperproof.” Choose your search criteria from the menus and then select “Search” button. To reset your search, select “reset.” Devices are filtered by your selected search criteria. You can decide how many entries to show per page, by choosing a number from the “Show # entries” drop down at top of list. Available devices will have a button to “Add to order.” Unavailable devices are greyed out and “not available.” Showing devices that are “not available” gives you a more comprehensive understanding of devices in the loaner program. If your first choice of device is currently not available, you will have ability to note that in your order (see placing an order).

The screenshot shows the 'Hearing devices' search page. At the top is the Minnesota Department of Health logo. Below it are navigation tabs for 'Home', 'Hearing devices', and 'Orders'. The main heading is 'Hearing devices'. The search section is titled 'Search' and includes several filters: 'Search by Type' with checkboxes for Accessory, Bone Conduction Device, BTE (Behind the Ear), CROS (Contralateral Routing of Signal), Remote Microphone Receiver, and Remote microphone transmitter; 'Search by Manufacturer' with a dropdown menu; 'Search by Serial #' with a text input field; and 'Search by Notes' with a text input field. Below the input fields is a note: 'For example, Enter a color or keyword "beige"'. At the bottom of the search section are 'Reset' and 'Search' buttons, along with a link: 'Not finding what you are looking for? Email us at [hearbank@childrensmn.org](mailto:hearbank@childrensmn.org)'.

## Place an Order

You can start an order two ways: 1) From Hearing devices search page select “add to order” on an available device, or 2) Select “My Order” from top menu. This will take you to the “Submit Order” page.

## Add Hearing devices

The hearing devices you have added to your order are on the Submit Order page. Select “add” next to hearing devices to add devices. To remove devices you have added by mistake, select “remove” button on the device description.

## Submit Order

### Order Info

\*Facility

Please provide feedback on our device inventory

If you have device suggestions for our inventory, please fill out and email our Hearing Device Suggestion Form under [Help](#).

Date needed

Date to be returned

Requester notes

### Patient Info

\*First name

Middle name

\*Last name

### Hearing Devices [Add](#)

Alera 567

[Remove](#)

Type:

BTE (Behind the Ear)

Tamper-Proof

Battery Door

Required:

Manufacturer:

ReSound

Model:

Alera 567

Serial #:

RA0984098760754

Enzo EO998 SP

[Remove](#)

Type:

BTE (Behind the Ear)

Tamper-Proof

Battery Door

Required:

You will see a number next to “My Order” that corresponds to the number of devices you have requested for that patient.

My Order **2**

Help

Maintenance ▾

 audio ▾

## Enter Order Information

**Tamper-Proof Battery Door Required:** To indicate you need a tamper-proof battery door, check the box labeled “Tamper-proof battery door required” in the device box in the order screen. Check this box for each individual device ordered. You can edit this request after submitting order, as long as device has not shipped, by entering the Orders page and selecting Update or Manage order (see section below on Manage or Update your submitted orders). If you check or uncheck the box from the manage order screen, you will need to also select “save device” button. You can also check the box on the update order screen, and then save. If the device you ordered is not available with tamper-proof battery door, the program will contact you.

**Enzo EO998 SP** ID: 44951

<b>Type:</b> BTE (Behind the Ear)	<b>Tamper-Proof Battery Door Required:</b> <input checked="" type="checkbox"/>
<b>Manufacturer:</b> ReSound	<b>Model:</b> Enzo EO998 SP
<b>Serial #:</b> 342454	
<b>Inventory #:</b> 35454 Medium Blonde	

Not shipped

Not fitted

Not returned

**Facility:** Select the facility location where you see the patient. This ensures the device is shipped to the correct location.

**Please provide feedback on our device inventory:** This is where you can give your feedback on loaner program devices. For example, if your first choice device was unavailable, you could note here the model name of your first choice. This helps the program understand your device preferences. Alternatively, if your preferred device does not exist in the bank at all, you can make a hearing device suggestion. *We recommend you also fill out the Hearing Device Suggestion Form (on Help Menu) to be more specific about devices you wish for the loaner program to acquire.*

**Date needed:** Please provide the date you need the loaner device.

**Date to be returned:** Please provide the date you estimate you will return the device. The typical loan period is 6 months. If you anticipate the loan period will be longer or shorter, please put in the estimated date that reflects that time.

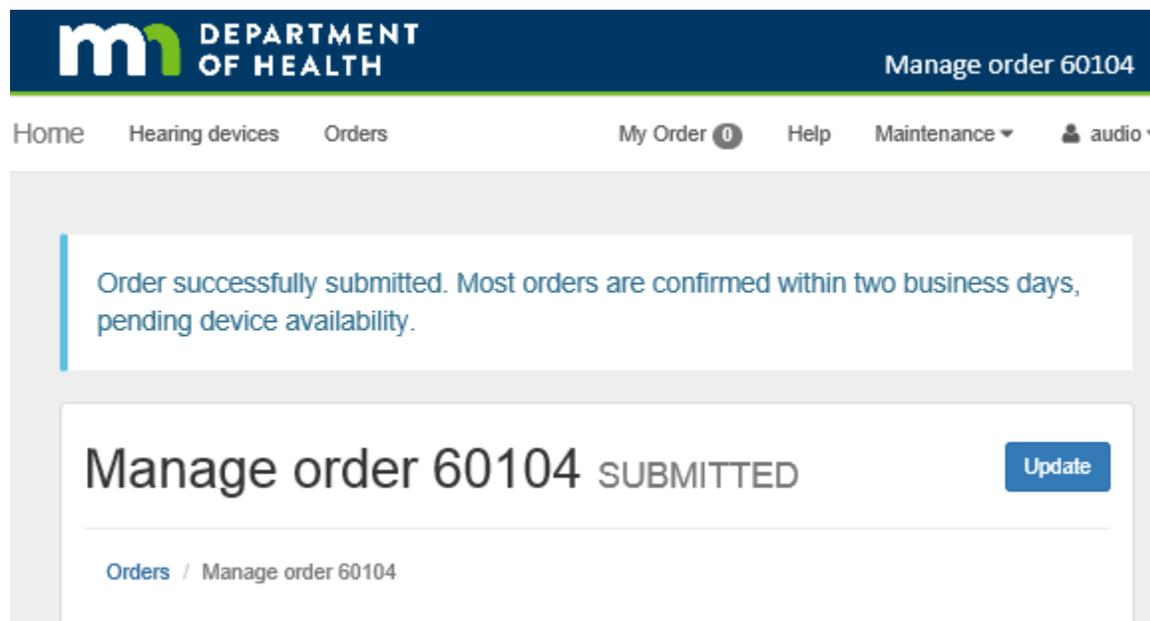
**Requester notes:** This is where you can communicate with the loaner program administrator about the specific order (for example, rationale on extending the loan period).

## Enter Patient Information

*NOTICE:* New orders can be entered here for patients residing in Minnesota. For patients residing out of Minnesota, please contact the Pediatric Hearing Device Loaner Program by email [hearbank@childrensmn.org](mailto:hearbank@childrensmn.org) to discuss ordering options.

- **Name**
- **Date of Birth**
- **Phone number**
- **Parent email**
- **Address**
- **Preferred language**

When you have entered all order information, select Submit. If there is missing information, the site will prompt with an error message to enter missing information. When your order is submitted successfully, you will see this message: "Order successfully submitted. Most orders are confirmed within two business days, pending device availability." You will see that your order has a number and now says "Submitted." Your "My Order" button was reset to "0."



## Manage and update your orders

Selecting on the "Orders" tab takes you to a list of your patients' borrowed devices. Here you can view actions taken on your order. You can search your list of orders by patient name, date of birth, device type, or serial number, and order status. This will help you quickly find the order you want to manage. When searching by order status, you can view 1) all orders; 2) submitted orders; 3) cancelled orders; or 4) closed orders. Orders in "submitted" status are the devices

you currently have checked out to your patients. You have ability to “update” or “manage” orders in submitted status. Being able to search your closed order history can be useful, especially in the case of previously lost devices. This feature allows you to look up whether a device belongs to the loaner program. See section on [managing your lost devices](#).

## Orders

---

### Search

**Facility**

**Requester**

**Patient last name**

**Patient date of birth**

**Types**

- Accessory
- BTE (Behind the Ear)
- Bone Conduction Device
- CROS (Contralateral Routing of Signal)
- Remote Microphone Receiver

**Serial #**

**Order Status**

### Order 60452 SUBMITTED

<b>Facility:</b> Audiology Clinic	<b>Requester email:</b> audiologist06132018@hearbank.com	<b>Requester name:</b> Audio Logist
<b>Patient last name:</b> Mine	<b>Patient date of birth:</b> 09/01/2017	

**Hearing Devices:**

BAHA softband (Light Brown-long) ID: 40651

**Type:**  
Accessory

**Tamper-Proof Battery Door Required:**

**Manufacturer:**  
Cochlear

**Model:**  
BAHA softband (Light Brown-long)

**Serial #:**  
LB78648520395

**Inventory #:**  
BCD-8

- Not shipped
- Not fitted
- Not lost
- Not returned

Submitted on 08/01/2018 01:29

After you have found the order you wanted, select “**manage**” to enter a fit date or add more devices to the order. Select “**update**” to change information in typed fields, such as patient address information, date needed, or notes to loaner program administrator. Facility contacts have the added ability to assign the order to a different provider in their facility (for example, if a loaned device is assigned to an audiologist that has left the facility.)

## Enter a Fit date

This function is available for your orders still in “submitted” status. After you fit the loaner device on your patient, please access your patient’s order, select “manage”, and then select the “Fit” button under “Hearing Devices.” A pop-up window appears where you will type in “Date fitted” and then select “Fit.” If you do not enter a fit date, the loaner program administrator will contact you for that information.

## Patient Info

**First name:** Baby  
**Middle name:**  
**Last name:** Baby  
**Date of birth:** 01/01/2018  
**Phone number:** (555) 444-3333

## Hearing Devices [Add](#)

**Alera 567** ID: 41551

<p><b>Type:</b> BTE (Behind the Ear)</p> <p><b>Manufacturer:</b> ReSound</p> <p><b>Serial #:</b> RA0984098760754</p> <p><b>Inventory #:</b> BTE-15 Beige</p> <p><b>Date shipped:</b> 06/19/2018</p> <p><input type="button" value="Fit"/></p> <p>Not returned</p>	<p><b>Tamper-Proof Battery Door Required:</b> <input checked="" type="checkbox"/></p> <p><b>Model:</b> Alera 567</p> <p>Not fitted</p>
---	--

## Lost Devices

### Reporting a lost device

If your patient or patient's family loses a loaner program device, please notify the program administrators right away. They will put in a date lost in your order. The device will show as unavailable in the system so that it cannot be reserved in future orders unless it is later found and returned. Your order will be closed when all the devices are either returned or marked lost.

### Finding a previously lost device

Returning previously lost devices is very helpful to the loaner program. If you find an abandoned device in your clinic, or if a patient finds a previously lost device and turns it in to

you, please check if the device belongs to the loaner program. Do this by checking the website in two places: 1) Orders page and 2) Hearing Devices page. If you cannot find it in the database but think it might be a loaner device, please call the program to ask.

### Search the Orders page

You or your facility contact can also search your previously closed orders from your clinic by going to the orders page. Your facility contact should be able to see all orders from all providers at your facility, so it is best for your facility contact to perform this search. Go to the Orders page, choose view all orders, and search for the device serial number or the child's name. If you find a loaner program device that was previously lost, please report to the loaner program administrator and return the device.

### Search the Hearing Devices page

You might receive a returned loaner device that a different clinic fit on your patient. In this case the device would not show up in your clinic's order list. To find out if it belongs to the loaner program, go to the Hearing Devices page and search for the device. If it comes up, it should say "not available." Please notify the loaner program of your find and return the device.

### Contact the Loaner Program to ask

If you cannot find the device from searching in those two places, it is still possible the device belongs to the loaner program and was lost before the Hearbank application was built. If you think the returned device might be a loaner program device, please contact the loaner program administrator to ask, by calling 612 813-7610 or by sending an email to [hearbank@childrensmn.org](mailto:hearbank@childrensmn.org).

## Added functionality for Facility Contacts

If you are the designated facility contact, you have additional capabilities in the system.

### **Submit a new order on behalf of another provider at your facility**

See instructions for "Placing an Order." If you are the patient's provider, enter your name in the Requester field. If you are entering an order on behalf of another provider, enter that provider's name in the Requester field.

## Re-assign orders from one provider to a different provider at your facility

From Orders tab, search and choose the order you wish to update. Then, select “Update” order. You will be able to change the Requester name field to the child’s new provider.

## Check facility and provider information for your facility

From Maintenance menu, select Facilities. Select the facility you wish to manage. Check Facility Info for errors and click on provider usernames to make sure their information is current. If there is a provider in the list that is no longer at your facility, please contact the program administrator.

## Return devices

When the devices are ready to return, ship the devices back to the loaner program administrator. The loaner program administrator will mark your devices returned within Hearbank website and will close your order.

Minnesota Pediatric Hearing Device Loaner Program  
c/o Children's Minnesota Audiology  
2530 Chicago Avenue S #450  
Minneapolis, MN 55404

## Exit Hearbank

Select your username (top right of page). Then select Logout.

