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Governor

# OREGON HEALTH LICENSING AGENCY

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## Monitoring of Purchase Contracts

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OHLA sets standards and monitors the nearly 40,000 hearing aid purchase contracts transacted in Oregon annually to protect consumer's rights, including the right to return a hearing aid.

OHLA continues to build upon previous efforts to guarantee the right of hearing aid purchasers to satisfactory service, follow-up care and devices that deliver on promised performance. If not, consumers have the right to return unsatisfactory hearing aids within 30 days of purchase.

OHLA has established revised rescission (e.g. "return") rights in administrative rule that set a maximum amount that may be retained by OHLA-authorized hearing health professionals upon any hearing aid(s) return. The Hearing Loss Association of Oregon participates in Council meetings to address the concerns of the state's largest advocacy group for people with hearing loss.



OHLA's Enforcement Section provides direct in-person and phone counseling and information to consumers about their rights and responsibilities. OHLA provides this direct assistance to educate and empower consumers to make informed choices *prior* to their accepting products or services provided by OHLA-regulated professions. As a result, consumers are less likely to need to file a complaint if they are fully aware of their rights prior to entering into an agreement or accepting services, and if they *communicate* their knowledge to practitioners.

These businesses and individuals are important contributors to the state's economic well-being. OHLA strives to be a partner in their success by providing streamlined regulatory services and oversight while protecting the public.

#### Authorizing Laws & Rules

This program exists under the regulatory oversight of the Oregon Health Licensing Agency (OHLA). Advisory Council on Hearing Aids profession-specific statutes (ORS 694.015-694.185 and 694.991) and rules (OAR 331, Divisions 601-650) link to OHLA's overarching statutes (ORS 676.600-992) and rules (OAR 331, Divisions 1-30) for all OHLA-regulated professions.

For more information, visit [www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)