**Patient Support Document – Oticon Medical BAHS**

**Oticon Medical and the team are here to support you and your patients. Below you will find a list of useful contacts and links to support all our BAHS family.**

Regional Account Manager

Vic Shaw Tel 07468860071 Email vsha@oticonmedical.com

Customer services Tel 01698 208234 Email sales@oticonmedical.com

**BAHS Frequently asked questions**

[**https://www.oticonmedical.com/bone-conduction/new-to-bone-conduction/living-with-a-ponto/ponto-frequently-asked-questions**](https://www.oticonmedical.com/bone-conduction/new-to-bone-conduction/living-with-a-ponto/ponto-frequently-asked-questions)

**Living with a Ponto**

[**https://www.oticonmedical.com/bone-conduction/new-to-bone-conduction/living-with-a-ponto**](https://www.oticonmedical.com/bone-conduction/new-to-bone-conduction/living-with-a-ponto)

**Care guide**

[**https://wdh01.azureedge.net/-/media/medical/main/files/bahs/products/ponto-system/care-guide/eng/ponto-care-guide---english---m51317.pdf?la=en&rev=7FCF&hash=4F15F51FDA109AE028D42EA32AF61B99**](https://wdh01.azureedge.net/-/media/medical/main/files/bahs/products/ponto-system/care-guide/eng/ponto-care-guide---english---m51317.pdf?la=en&rev=7FCF&hash=4F15F51FDA109AE028D42EA32AF61B99)

**BAHS Support groups**

There are some very informative and supportive groups available on social media. The following Facebook group has BAHS patient advocates who are trained to assist with queries and offer support. They also have a direct link to the Oticon Medical team for any queries.

**BAHA Users UK: Support for ALL bone anchored hearing technologies**

**Ponto 3 IFU - Instructions for use**

**Battery Information -** The Ponto 3 takes a 13 battery. Ponto 3 Power a 675 and Ponto 3 Superpower a 675P (these are sometimes known as an implant battery)

<https://www.oticonmedical.com/-/media/medical/main/files/bahs/products/ponto-3/ifu/eng/ponto-3-instructions-for-use---english---m52611.pdf?la=en>

**Ponto 3 and Ponto Plus Streamer support videos**

Connect streamer to mobile phone<https://www.youtube.com/watch?v=1GcK1FDTTJk>

Connect streamer to microphone <https://www.youtube.com/watch?v=xlTwFKND44c>

Connect streamer to TV adapter <https://www.youtube.com/watch?v=QHjsdjv4IuA>

**Ponto 4 Videos – Instructions for us**

**Battery information -** The Ponto 4 takes a 312 battery

<https://wdh01.azureedge.net/-/media/medical/main/files/bahs/products/ponto-4/ifu/eng/197425uk_ifu_ponto-4_2019-02_low.pdf?la=en&rev=1961>

Hands on demonstration of Ponto 4 <https://www.youtube.com/watch?v=SyNZj0mqrgc>

Hands on Ponto 4 battery information <https://www.youtube.com/watch?v=TQlboo1Bf6I>

Hands on Ponto 4 and wireless <https://www.youtube.com/watch?v=Ke60mbgATVg> –

**Ponto Plus**

**Battery information -** The Ponto Plus takes a 13 battery. The Ponto Plus power a 675.

Instructions for use <https://wdh01.azureedge.net/-/media/medical/main/files/bahs/products/ponto-plus-and-ponto-plus-power/ifu/eng/ponto-plus-instructions-for-use---english---m51884.pdf?la=en&rev=6D14>

**Please do not hesitate to get in touch if we can assist you in any way – We are here for you.**