



****If any patients are sent directly to ULHT that are in tier 1 they will be rejected to the referrer****

*** CSS Criteria**

Patient has undertaken all levels of self-care (as per patient leaflet) but this has been unsuccessful and earwax is still totally occluding the ear canal plus they require wax removal due to at least one of the reasons below:

- Substantial hearing loss suspected to be due to earwax.
- Chronic earache suspected to be due to earwax.
- Tinnitus suspected to be due to earwax.
- Vertigo suspected to be due to earwax.
- Cough suspected to be due to earwax.
- The tympanic membrane is obscured by wax but needs to be viewed to establish a diagnosis.
- The person wears a hearing aid, wax is present, and an impression needs to be taken of the ear canal for a mould, or if wax is causing the hearing aid to whistle.

**** Secondary Care Criteria**

Self-care is contraindicated or patient is complex (level2/3) for the following reasons:

- Chronic perforation (or suspected perforation) of the tympanic membrane
- History of ear surgery
- History of recurrent otitis externa
- Foreign body, including Vegetable matter in the ear canal
- Infection, eczema, dermatitis of the ear canal or external ear
- Polyps, keratin, attic pocket

plus they require wax removal due to at least one of the reasons below:

- Substantial hearing loss suspected to be due to earwax.
- Chronic earache suspected to be due to earwax.
- Tinnitus suspected to be due to earwax.
- Vertigo suspected to be due to earwax.
- Cough suspected to be due to earwax.
- The tympanic membrane is obscured by wax but needs to be viewed to establish a diagnosis.
- The person wears a hearing aid, wax is present, and an impression needs to be taken of the ear canal for a mould, or if wax is causing the hearing aid to whistle.