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Appendix B

I used the Songbirds extensively for about five months before I finally gave up the program. During that time, I had several patients who inserted the product into their ear canals and developed a hematoma on the eardrum as a result of suction when they tried to remove it. As a matter of fact, that also happened to a prominent Audiologist here in Kentucky who also developed a hematoma and needed extended medical treatment to resolve the pathology.

I can also recall three cases where patients developed external otitis while wearing the instruments. Whether the external otitis was caused by the product or was simply occurring while the patient was wearing the product is impossible to determine. However, each physician who treated the pathology required the patient to remove the product until the pathology resolved and the patient was released from medical care.

I had a case where a male patient inserted a Songbird into his ear which had originally been prescribed for his wife. The grossly undersized instrument went too far into his ear and he had to come to my office to have it removed. Upon removal, an external otitis developed which required medical attention to resolve.

My charts are full of cases where the patient developed severe pain as the result of a poor fit of the "one size fits most" hearing instruments. In addition, I can tell you that I fitted probably over 150 sets of the Songbirds, and had only a small handful of patients return to purchase their third or more set.

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