

Decision tool: Can I use this testimonial?

A testimonial is a statement, review, view or feedback about a service received or provided.

If you have purchased the material/domain, then it is considered in your control.

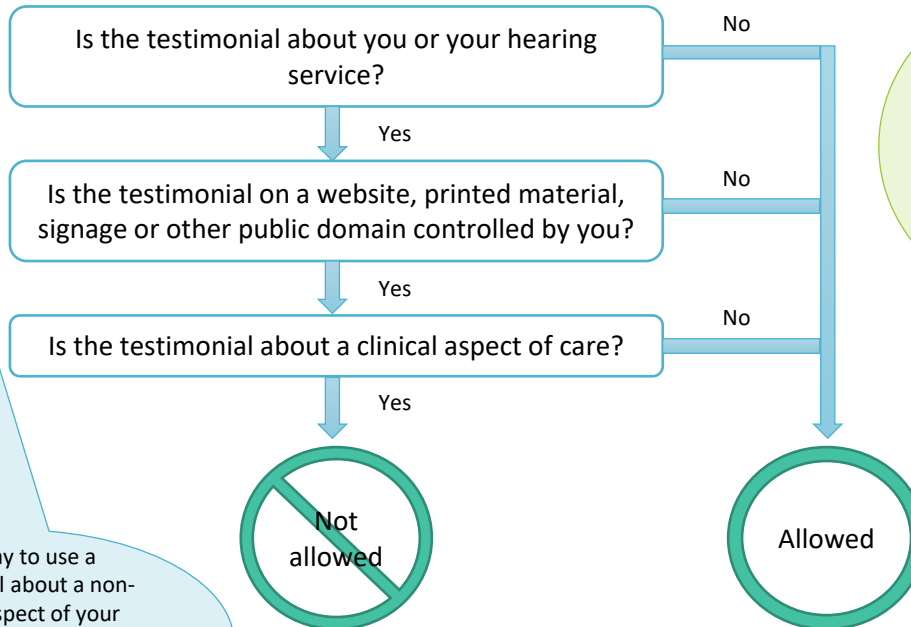
Material developed by another organisation (e.g. a hearing device manufacturer) or by part of the organisation where you work but have no opportunity to provide input into is out of your control. However, you should consider whether you think it is appropriate and accurate before sharing it with clients and promote evidence-based patient-/family-centred care.

It's not okay to solicit or otherwise encourage your clients to provide testimonials about a clinical aspect of care on another public domain (e.g. a review website).

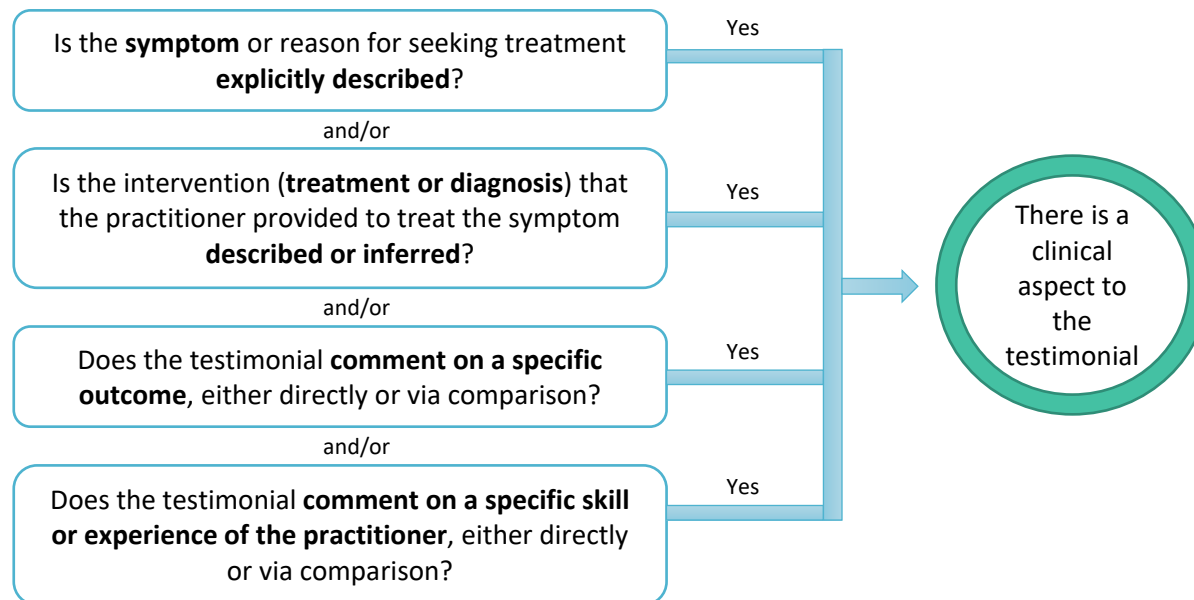
See ERC Decision tool: Is this testimonial about a clinical aspect of care?

It's okay to use a testimonial about a non-clinical aspect of your service, e.g. your building's accessibility or how professional your front-of-house staff are.

The Ethics Officer can provide guidance and support to you and/or your employer to understand the requirements for advertising and the use of testimonials under the Code of Conduct for audiologists and audiometrists.



Decision tool: Is this testimonial about a clinical aspect of care?



It is acknowledged this tool is developed, with modification, based on the Australian Health Practitioner Regulation Agency (AHPRA), 2019 Testimonial tool.