



Advanced Bionics

Remote Applications for Hearing Aid & Cochlear Implant Users

Appalachian Spring Conference 2017

A Sonova brand



Learning Objectives

As a result of this course, participants will be able to:

- 1. Identify available remote care options for patients who have hearing aids and/or cochlear implants**
- 2. Describe potential applications of remote care technology to patient care**
- 3. Apply manufacturer technology to current teleaudiology practice**



Lindsey Early, Au.D.

Senior Clinical Specialist, Mid-Atlantic Region

661-713-6312

Lindsey.Early@AdvancedBionics.com



Disclosures

- Financial: salary from Advanced Bionics
- Non-Financial: Advanced Bionics is on the VA cochlear implant contract.



Consideration for CI Recipients

- Customer Service
- Professional Support
- Naida Link Bimodal Solution



Advanced Bionics

myNaida CI app

A Sonova brand


myNaída CI app



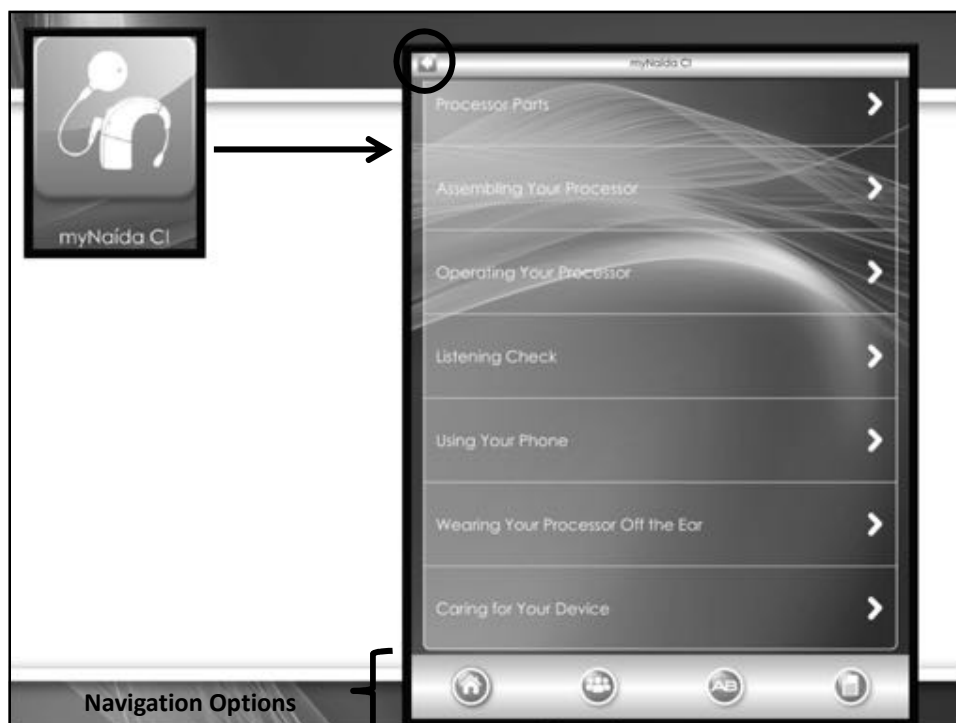
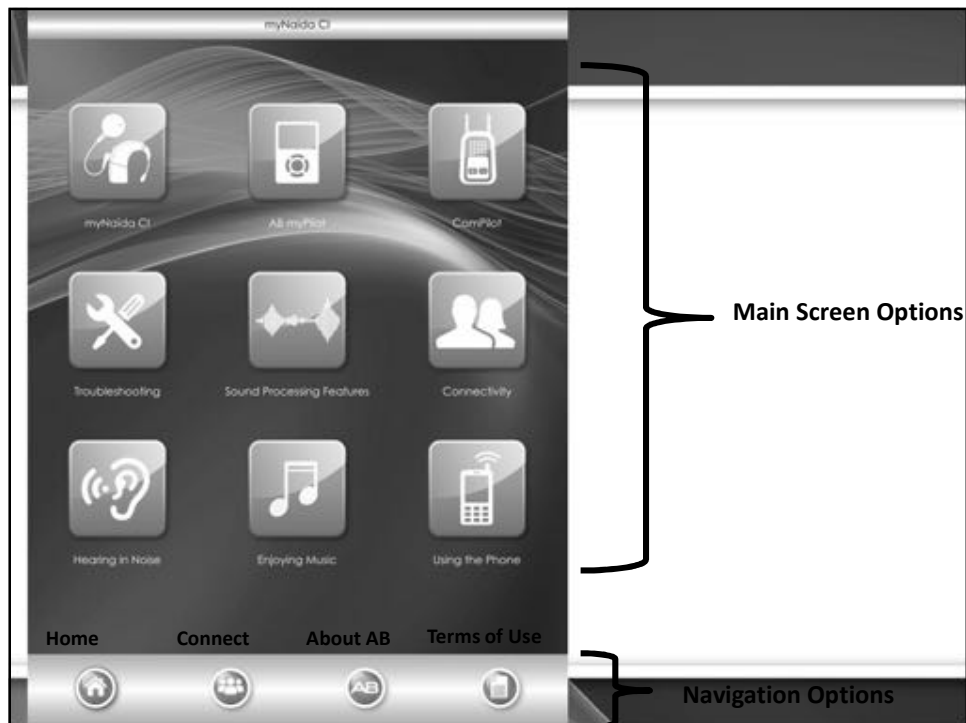

- **Access product information quickly!**

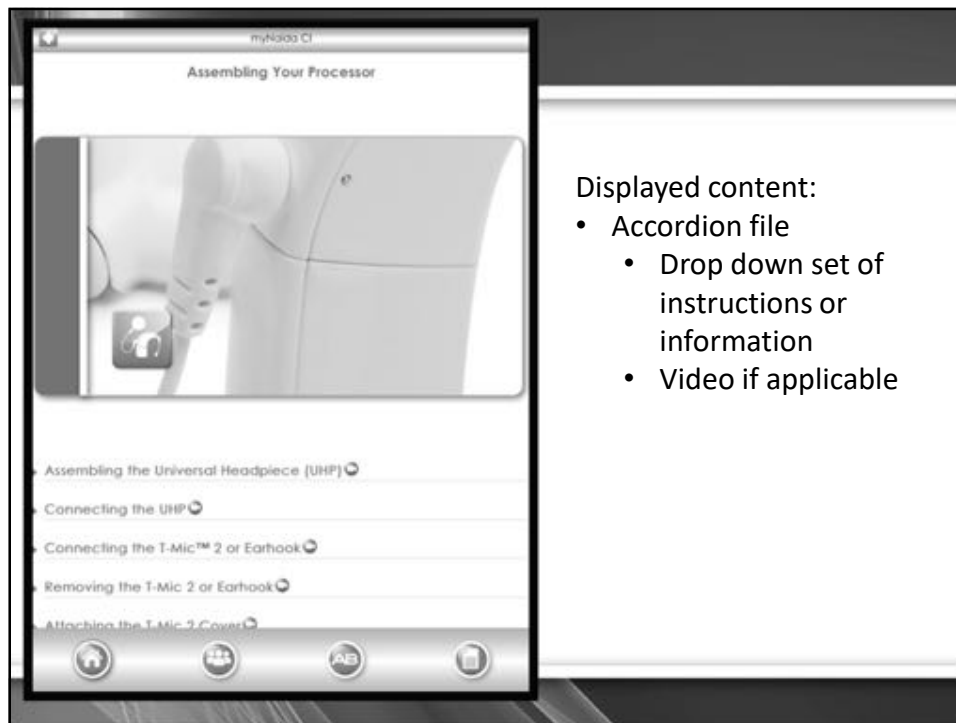
- **Product Features**
- **Use and Care**
- **Troubleshooting Tips**
- **AB Resources**

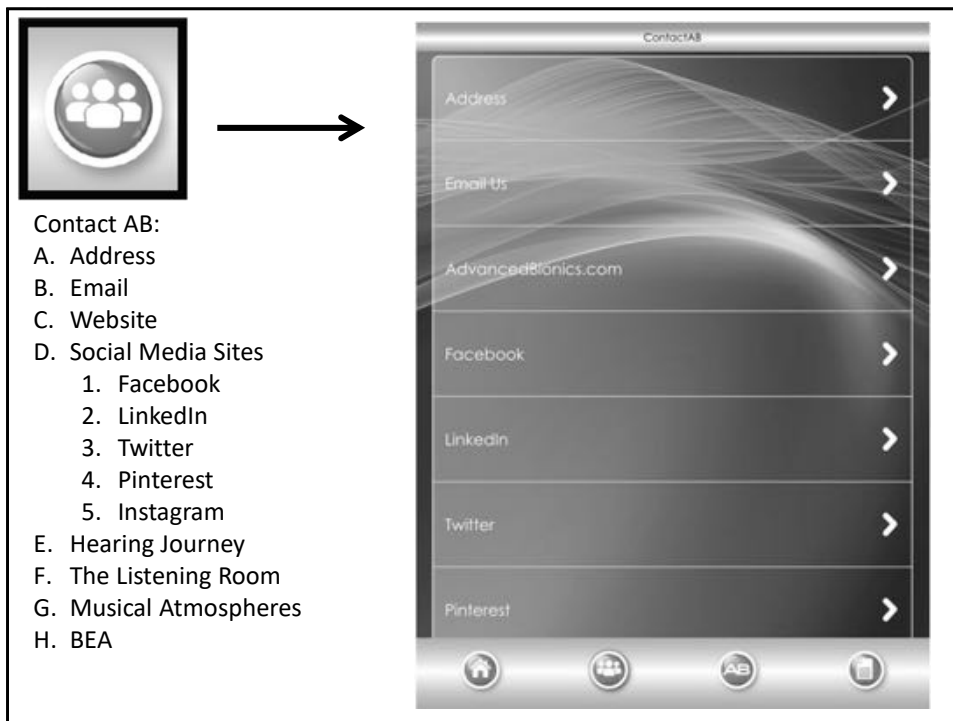

myNaída CI app

- **FREE app**
- **Compatibility**
 - iOS (iPhone and iPad)
 - Android
- **Currently available in English**
with other languages to follow:
 - Spanish
 - French
 - Italian
 - Portuguese
 - Dutch
 - German











able CLIX



lindsey early

Touch any square to begin listening at that level.

test									
•									
•	100%								
—									
—									
—									
	1	2	3	4	5	6	7	8	9

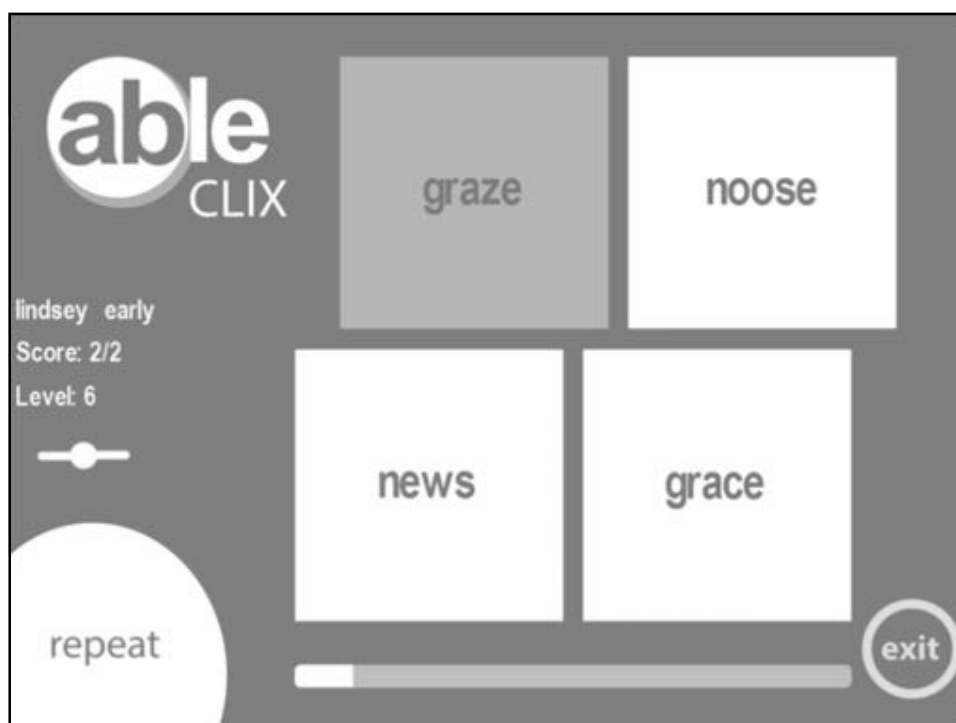
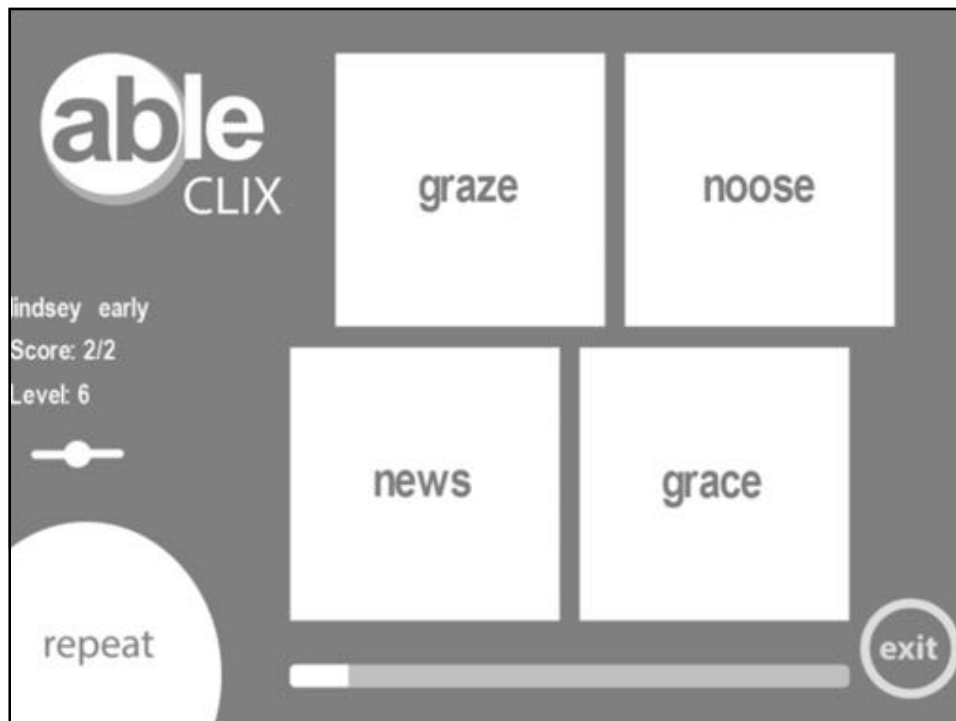


noise



compare with
first attempt





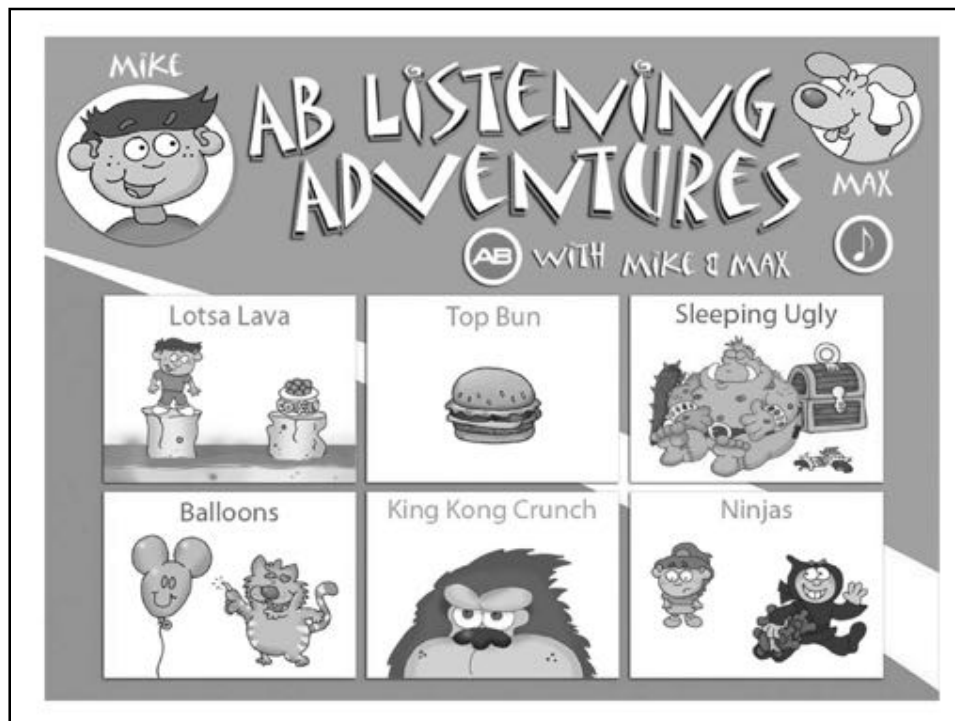


Musical Atmospheres

- Interactive music program
- 5 chapters of increasing difficulty
- Choose a level of difficulty in each chapter
- Follow directions and listen to music tracks

The screenshot shows the 'Musical Atmospheres' program interface. It features a navigation menu with options: Introduction, Musical atmospheres, Recognizing a voice, Recognizing an instrument, Recognizing the language, Identification of lyrics, and Credits. The 'Welcome' screen displays a message: 'Welcome to "Musical Atmospheres", an interactive program designed to help adults with cochlear implants explore the wonderful world of music. You will be able to impress your friends with your knowledge of classical and, in particular, popular contemporary music! Please read the information carefully and remember to take your time. The program is intensive and requires a great deal of listening, so limit sessions to about 30 minutes a day. IMPORTANT: this software aims to help you to listen and appreciate music, but it is not a test.'

English, German, Danish, French, Indonesian, Italian, Flemish






















What are your words?


select

	Minimal Pairs	Plurals	Pronouns	Multiple Elements	
 coat	Level 9 - Final Consonants different by Place #2 Level 9 - Final Consonants different by Place #3 Level 9 - Final Consonants different by Place #4 Special Contrast - "sh" versus "ch"				 pat
 coke					 pack
 sat					 rat
 sick					 rack

I choose the ____ and the ____.





player 1's turn	player 2 listen & tap	pat	pack	rat	rack
 coat					
 coke					
 sat					
 sick					




















4


6

I choose the ____ and the ____.

player 1's turn
player 2
listen & tap

			
pat	pack	rat	rack





				
coat				
				
coke				
				
sit				
				
sack				


















4

6

I choose the ____ and the ____.

player 2's turn
player 1
listen & tap

			
pat	pack	rat	rack





















				
coat				
				
coke				
				
sit				
				
sick				




4

7

I choose the ____ and the ____.





















player 2's turn
player 1
listen & tap





 pat	 pack	 rat	 rack
 coat			
 coke			
 sit			
 sack			


I choose the ____ and the ____.

player 1's turn
player 2
listen & tap

 pat	 pack	 rat	 rack
 coat			
 coke			
 sit			
 sack			


Advanced Bionics



Vocab Scenes

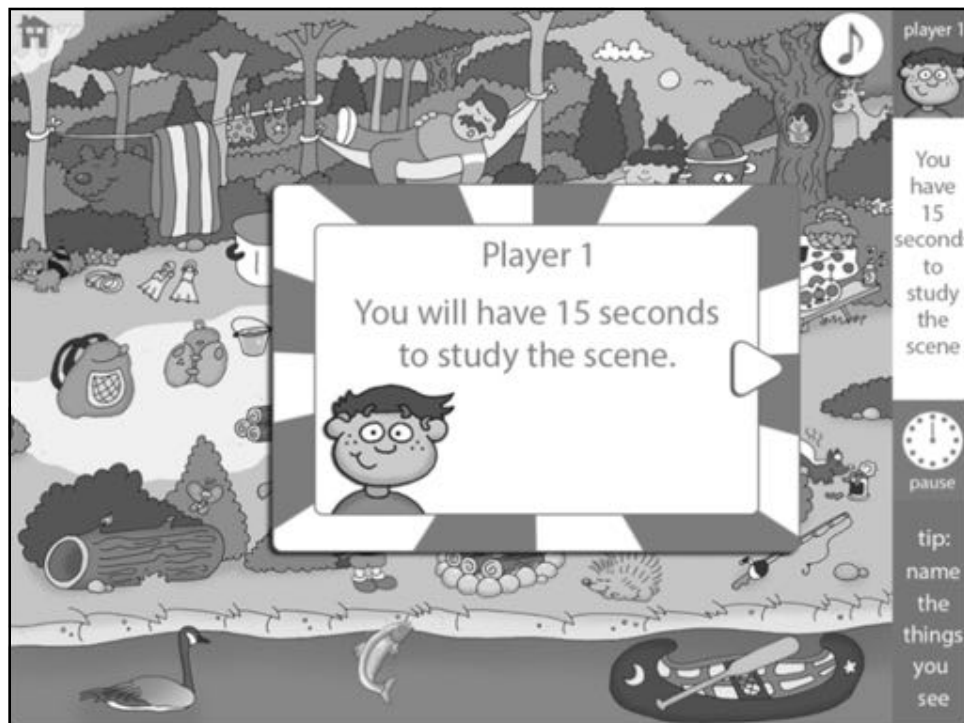
Advanced Bionics

What game should we play?

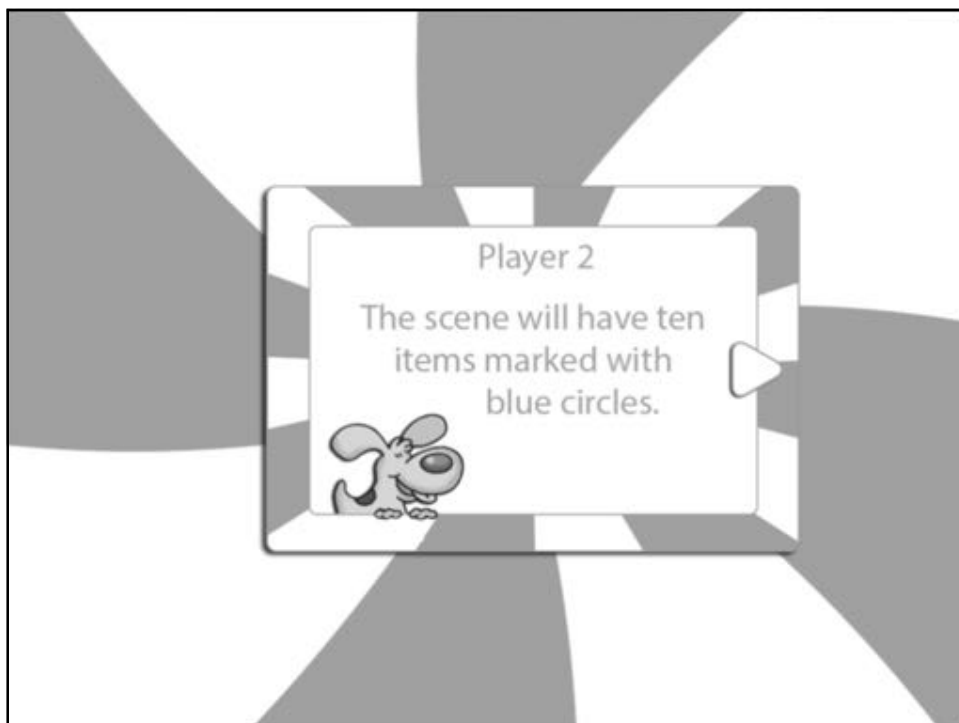
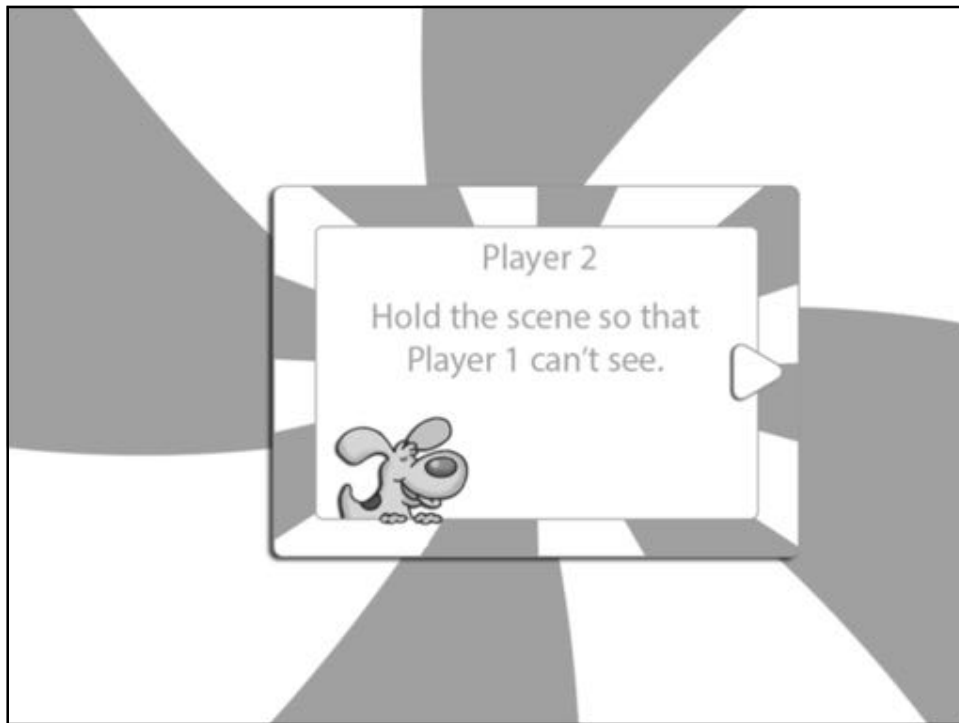


Name 10 Make a Scene Yes or No?

Vocab Scenes









Clinical Care by Cochlear

Bobbi Scheinin, AuD
Group Product Manager, Software & Clinical Care

Hear now. And always.

Disclosures



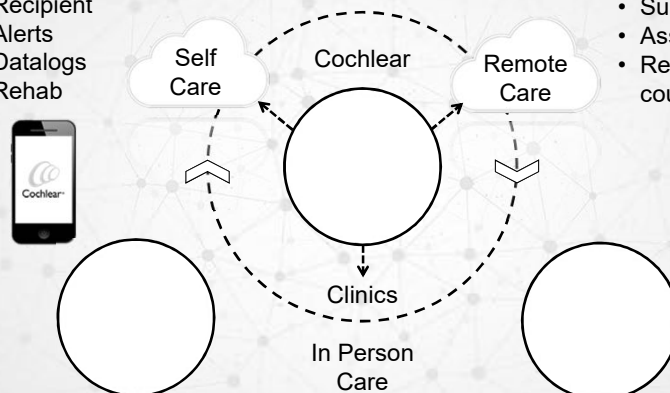
- Financial: salary from Cochlear Americas
- Non-Financial: Cochlear Americas is on the VA cochlear implant contract.

Clinical Care Vision

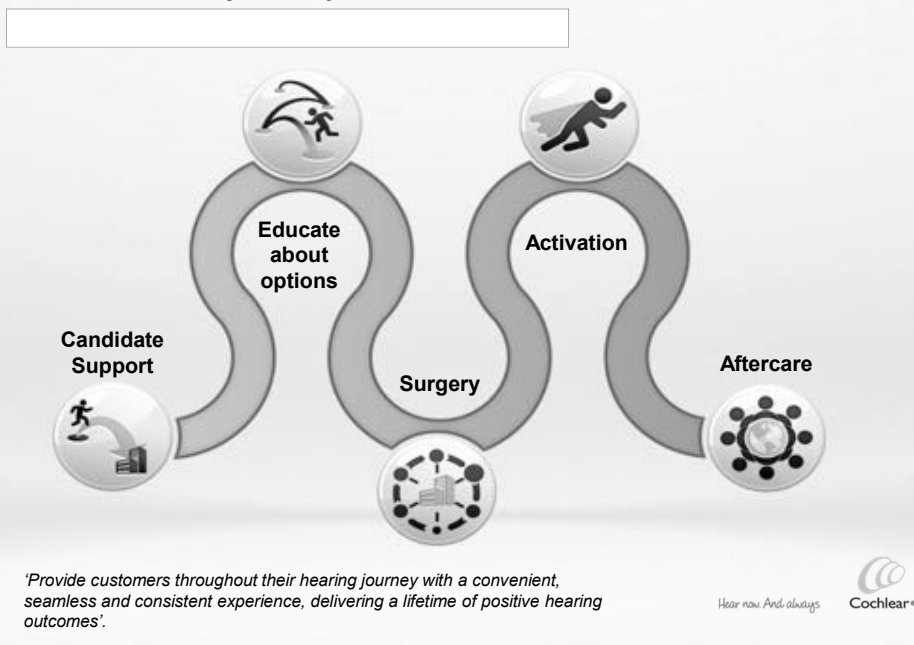


- Cochlear Family
- myCochlear Recipient
- Alerts
- Datalogs
- Rehab

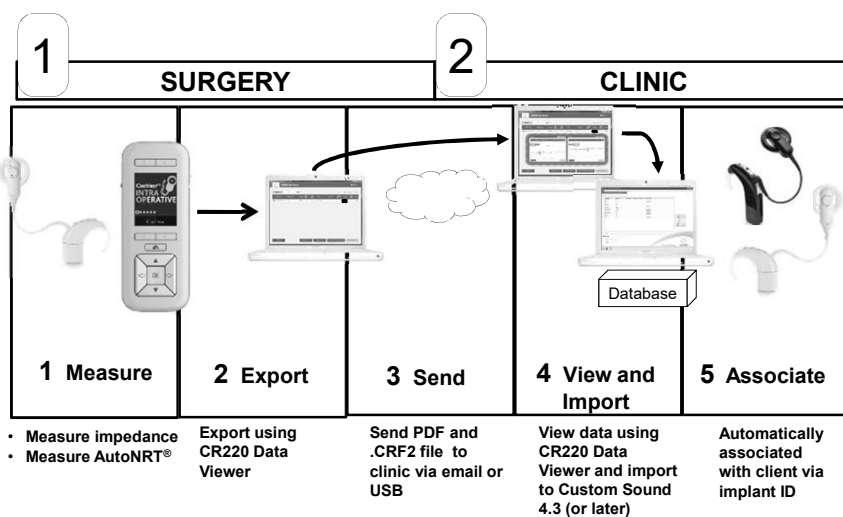
- Monitoring
- Management
- Support
- Assessment
- Rehab/counseling



The customer journey



CR220 Intraoperative Remote & Data Viewer Software



Information on Demand: myCochlear Clinic

Patient, equipment, new product, service requests

Online services

Search

Create service request

MAP attachment requests for Cochlear Programming (1)

SR#	Type	Recipient	Date of birth	Created for	Created on
2343022	Service request	Samantha Corie Pink	03/01/1974	CAM Clinic	03/29/2017


Information on Demand: myCochlear Recipient

One stop shop for all things Cochlear


Personalized support at your fingertips to help you maximize your hearing experience.

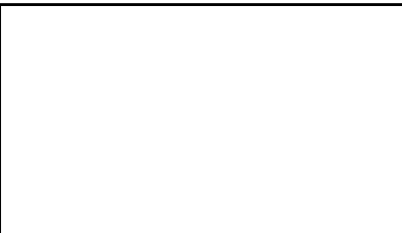
- Learn about my equipment/everyday living
- Troubleshoot
- View my equipment
- Practice with Rehab
- Manage my details
- Connect with others
- Shop

Secure account with access to support anytime, anywhere on any device!


Hear Always and Cochlear Link


- Phone support
- Advanced troubleshooting
- Next day replacement processors!





Hear Always + Cochlear Link = Sound Uninterrupted
[Learn More](#)

Cochlear Link


WHAT DOES COCHLEAR LINK PROVIDE?

AUTO-REGISTRATION
Automatic registration of patient equipment, directly from Custom Sound® with no need to fill in forms or re-enter patient data.

ENHANCED SUPPORT
Enhanced access to Hear Always without MAP requests.

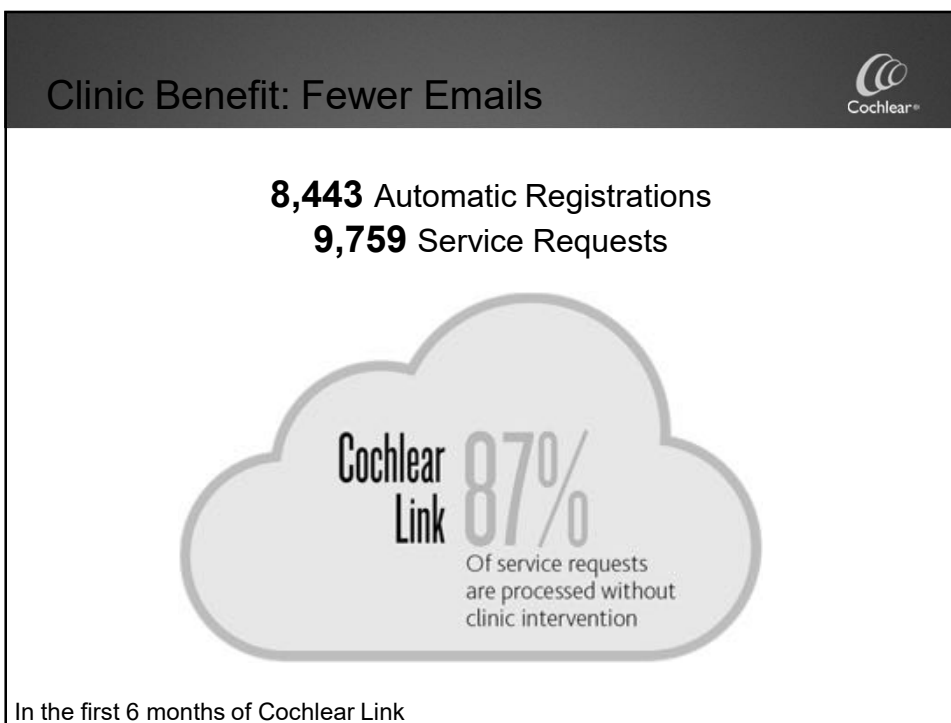
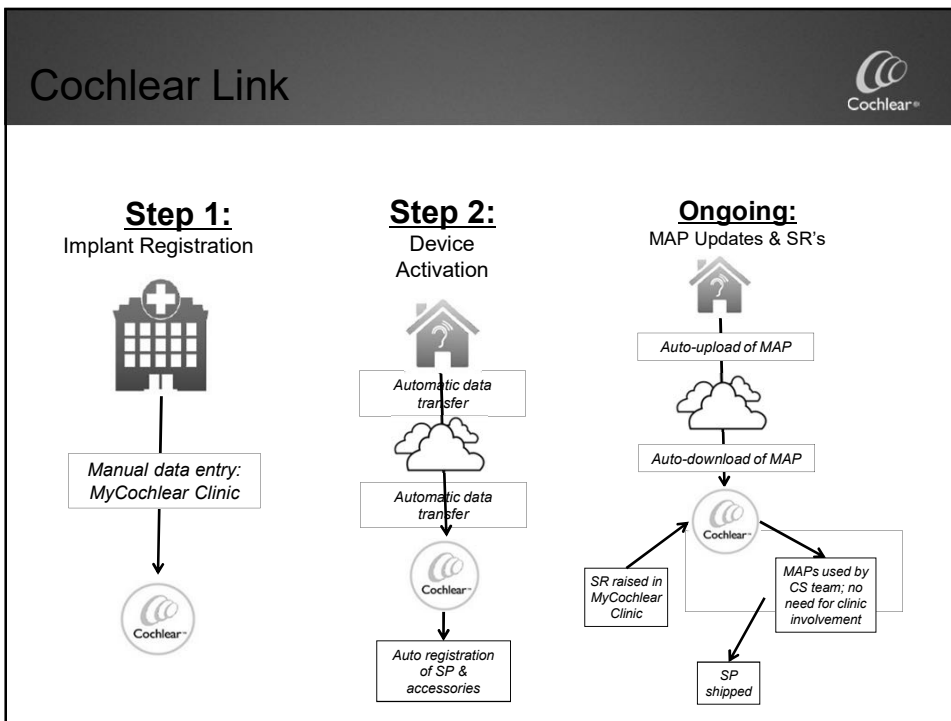
Focus on patients. Leave the registrations and servicing to Cochlear!

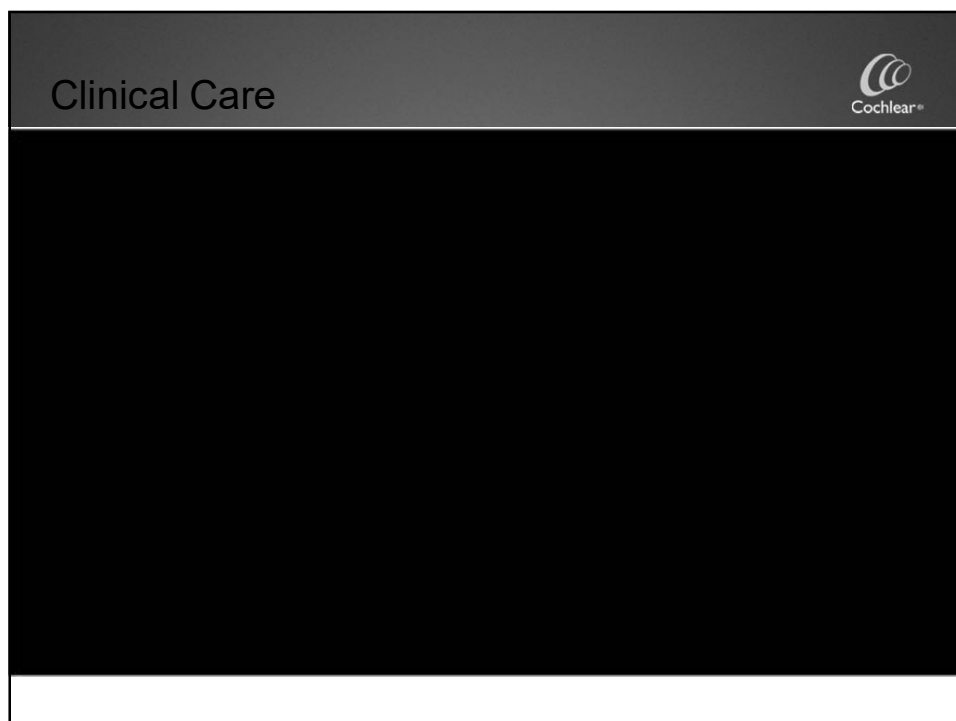
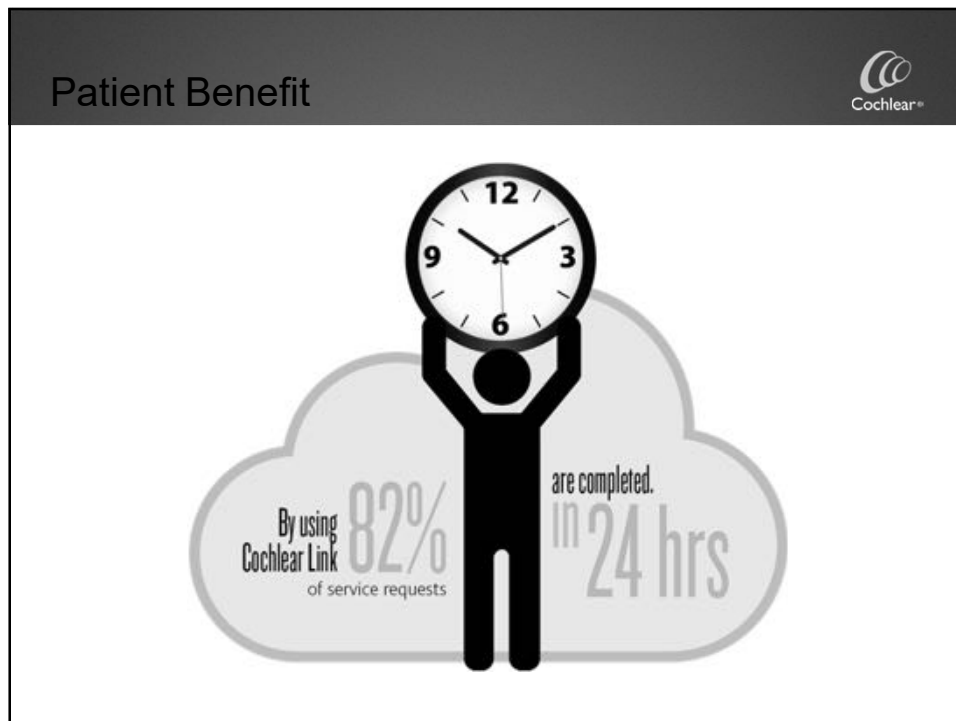
HOW ARE RECORDS PROTECTED?

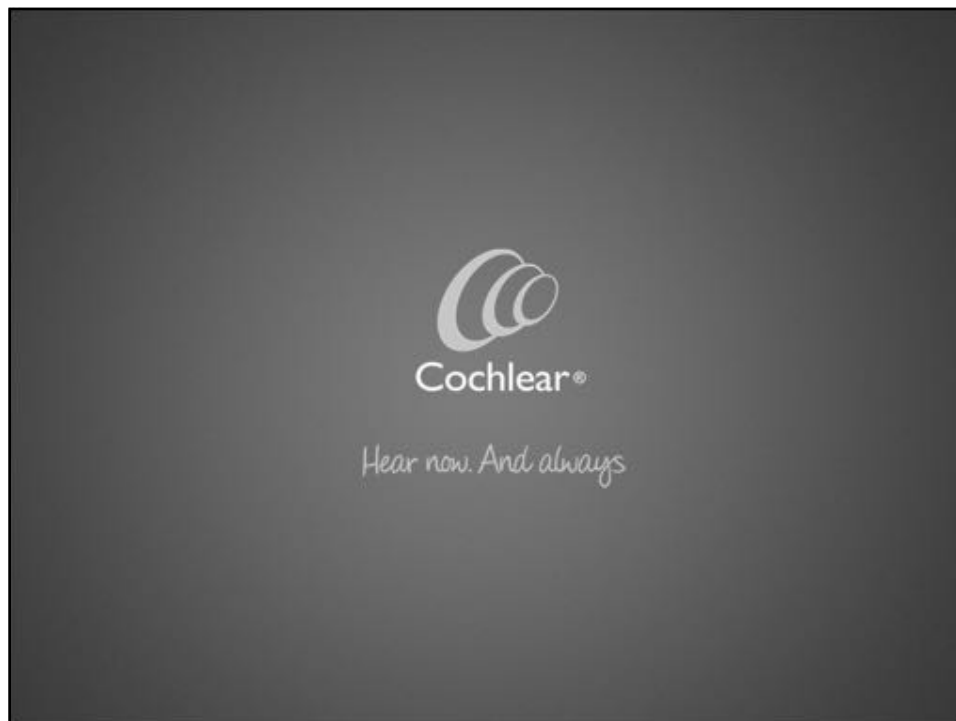
SECURITY
Data transferred via Cochlear Link is encrypted.

PRIVACY
Cochlear Link is HIPAA compliant.

Exclusive advantage of the Cochlear Nucleus System!







Oticon Teleaudiology

VA Cooperation

- ▶ The dilemma for today's public health care systems:
 - ▶ Growing number of patients leading to increased pressure on clinics
 - ▶ Delivering Patient Centered, quality care that engages patients
- ▶ Extending service to patient's home has several benefits:
 - ▶ Convenience
 - ▶ Visits in clinic are time consuming for the patients (and for family members often providing transport).
 - ▶ Traveling reimbursement is costly for VA
 - ▶ Fitting remotely is a CO2 friendly solution
- ▶ Smart, internet connected hearing aids aligns well with VA's vision of the "connected patient".
- ▶ Oticon is part of a VA pilot project on Remote Assistance



Remote Assistance service needed to provide efficient, convenient and effective Connected Care

53

oticon
PEOPLE FIRST

Oticon – VA HearAssist

Primary Use Case: Follow-up Visits



1st visit – at the
provider



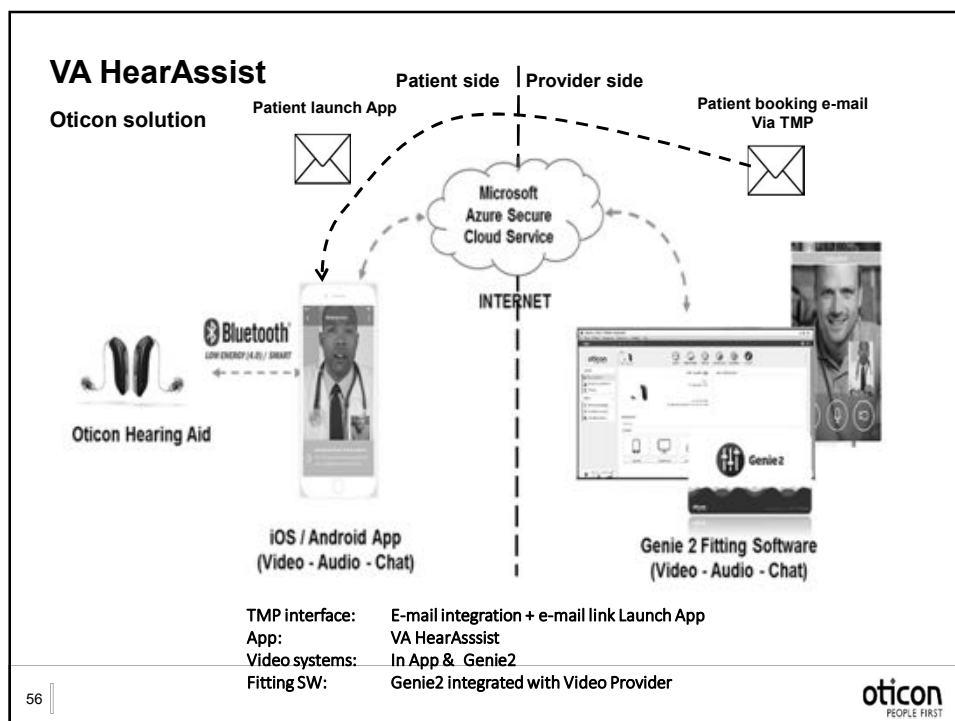
Follow-up visits
–
at the location of the patient

54

oticon
PEOPLE FIRST



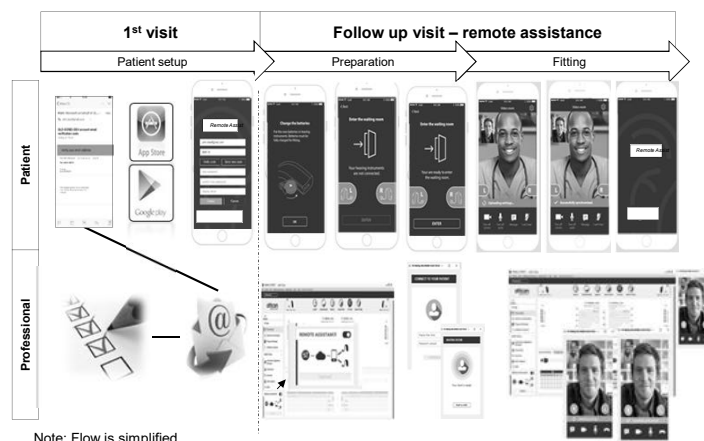
55



56

VA HearAssist

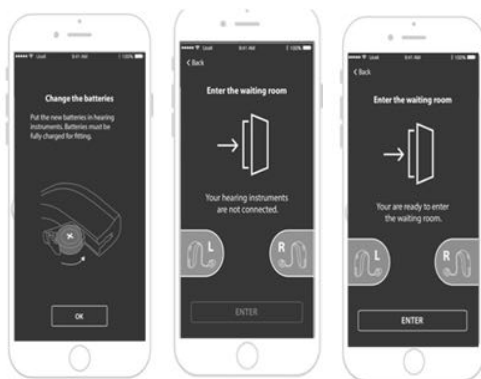
Focus on Follow-up visits



57

oticon
PEOPLE FIRST

VA Hear Assist App



58

oticon
PEOPLE FIRST

Oticon Genie 2 Software



59

oticon
PEOPLE FIRST

Questions?

OTICON
Government Services

60



Signia TeleCare 2.0

Carol A. Meyers, Au.D.
Educational Specialist



Disclosure

- Financial: salary from Sivantos/Signia
- Non-Financial: Sivantos/Signia is on the VA hearing aid contract

TeleCare 2.0

signia
Life sounds brilliant.

What is TeleCare 2.0?

- Revolutionary application from Signia
- Provides high-quality service during the trial period and beyond
- Available for all Signia hearing aids and other manufacturers hearing aids



TeleCare 2.0

signia
Life sounds brilliant.

What creates wearer satisfaction?

- Great hearing instruments
- Excellent fit
- High-quality service



TeleCare 2.0



Life sounds brilliant.

MarkeTrak study shows the top 3 areas impacting wearer satisfaction are:

1. Quality of service during the fitting
2. Quality of counseling throughout the process
3. Quality of service after purchase



**TeleCare ...
a new way to deliver quality service**



TeleCare 2.0



Life sounds brilliant.

TeleCare supports the wearer

- Comfort and convenience
- Receive high-quality hearing care
- Feel supported beyond the initial fitting
- Resolve issues quickly
- Time-efficient support



TeleCare 2.0

signia
Life sounds brilliant.

TeleCare supports the audiologist

- From your computer/smart device to your patient's smartphone
- Keeps you in direct contact with your patients
- Advanced remote fine tuning for success during trial period



TeleCare 2.0

signia
Life sounds brilliant.

TeleCare portal & myHearing app



TeleCare 2.0

Integrate into your current workflow



Connexx interface to TeleCare 2.0

- Complete your First Fit in Connexx 8.3
- Transfer the session data directly to the TeleCare portal
 - ✓ Patient data
 - ✓ Hearing aid models
 - ✓ Hearing aid settings



TeleCare 2.0

For the wearer



Engages wearer in the process

- myHearing app available for iPhone and Android phones
- The app interacts with the clinic portal
- Addresses questions/concern of the wearer



TeleCare 2.0 For the wearer

signia
Life sounds brilliant.

Help without an appointment

- Support via CareChat
- Remote control for on-the-go adjustments
- Guided assistance via listening exercises - engages wearer in the process

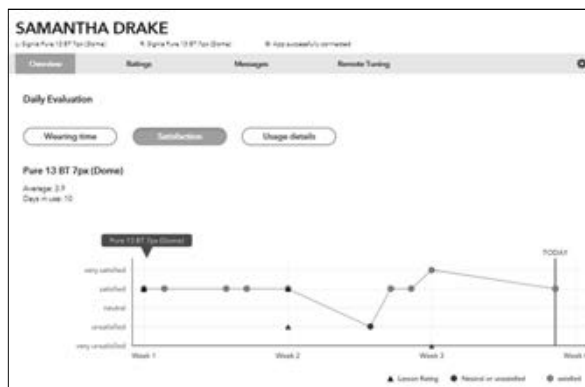


TeleCare 2.0 For the Audiologist

signia
Life sounds brilliant.

Real-time tracking

- Track daily satisfaction
- React more precisely



TeleCare 2.0 For the Audiologist

signia
Life sounds brilliant.

Monitor trial progress

- Monitor reactions to listening experiences
- Intervene when necessary

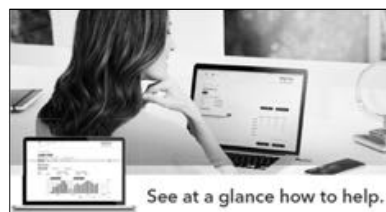


TeleCare 2.0 For the Audiologist

signia
Life sounds brilliant.

Precise remote adjustments in four bands

- Addresses issues influencing trial period
- Enables Audiologist to react more precisely
- Avoids extra office visits
- Increases wearer satisfaction



TeleCare 2.0 For the Audiologist

signia
Life sounds brilliant.

Precise gain adjustments with the new 4-band equalizer

- Program selection
- Fine Tune
- Basic Tuning
- Save and Send

The screenshot shows the '2. Fine tune' section of the TeleCare 2.0 interface. It includes a '1. Select the program to fine tune' section with three tabs: '1. QUIETNESS', '2. NOISY ENVIRONMENT', and '3. NO MUSIC, RECORDING'. Below this is the '2. Fine tune' section, which has a '4-band' equalizer with four frequency sliders (1, 2, 3, 4) and a 'Basic Tuning' section with sliders for 'Master Gain', 'Linearity', 'Speech', and 'Clear Voice'. There are also buttons for 'Sound Quality' (Better, Worse) and 'Feedback' (Reduce). At the bottom, there is a '3. Save and send' section with a 'Status of changed settings' and a 'Save and send update' button.

TeleCare 2.0 For the Audiologist

signia
Life sounds brilliant.

Pure 13 BT additional features

- Real-time datalogging for easy monitoring
- Combine objective hearing-instrument data (e.g. Wearing time) with subjective ratings (e.g. Hearing-lesson ratings) for an unprecedented view
- Provides a clear baseline prior to remote tuning



The screenshot shows the 'Samantha Drake' profile page in the TeleCare 2.0 interface. It displays a 'Your patient's ratings' section with a table of 'Hearing-lesson ratings'. The table has columns for 'Rating', 'Date', and 'Status'. The ratings are shown as a bar chart above the table. The interface also shows a 'Hearing-lesson ratings' table with columns for 'Rating', 'Date', and 'Status'.

TeleCare 2.0 For the audiologist



Real-time text via CareChat

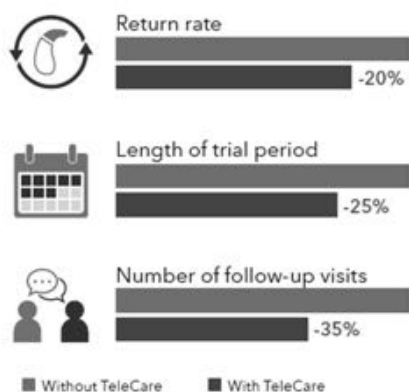
- Lowers barrier to communicate
- Troubleshoots concerns in an efficient way
- Saves time & appointments
- Increases wearer satisfaction



TeleCare



A field test shows that when using TeleCare, hearing aid trials become smoother, faster and more successful than ever before.

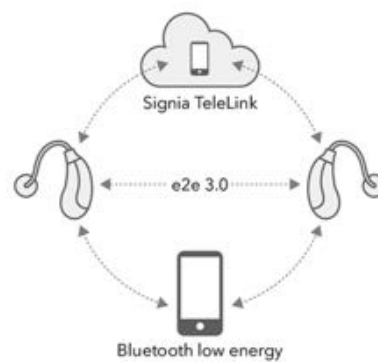


The Connected Ear from Signia

signia
Life sounds brilliant.

Connectivity beyond streaming.
Combining 3 systems for connecting the
wearer.

- e2e for High Definition binaural hearing
 - NFMI
- Bluetooth for direct streaming
 - RF (2.4 GHz)
- TeleLink technology for TeleCare 2.0



signia
Life sounds brilliant.

Thank You!



Welcome!

Carol M. Hession, Ph.D.
Government Services Audiologist

Disclosures

- Financial: salary from Starkey Hearing Technologies
- Non-Financial: Starkey Hearing Foundation supporter, Indiana Audiology Licensure Board Chair; Starkey is on the VA hearing aid contract.

Learning Objectives

Following this course, learners will be able to:

- Identify available remote care options for patients who have hearing aids and/or cochlear implants.
- Describe potential applications of remote care technology to patient care.
- Apply manufacturer technology to current teleaudiology practice.

Functions of Remote Hearing Healthcare

Fitting Support & Remote Programming

Educational Resources (Patients)

Rehabilitative Intervention & Counseling

Functions of Remote Hearing Healthcare



Fitting Support &
Remote Programming

Audiology on Demand

- Live (Synchronous) Remote Assistance Tool
- Audiological & Technical Support
- Voice / Video Communication & Shared Desktop Functionality
- 3000+ Sessions Per Month



telehear
POWERED BY Starkey Hearing Technologies

TELEHEAR:
*The injection of a colleague or
an expert within and
throughout the patient journey*

*Improving life through better
hearing with TeleAudiology*



T2 ON DEMAND

Created for patients who may
need basic programming
adjustments done remotely



Halo 2 + **TRU**LINK^{4.0}

Help Patients
HEAR & CONNECT

TRULINK™

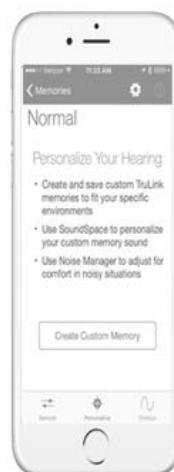
On Demand Personalization and Control:



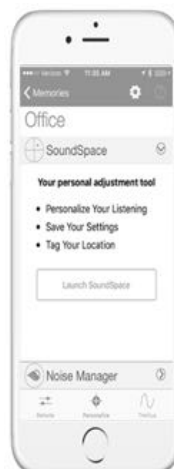
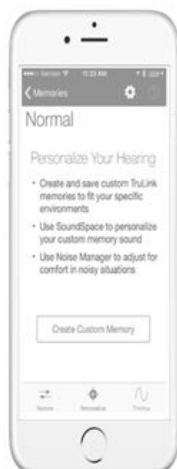
SoundSpace



Noise Manager



Create Memory



SoundSpace



Noise Manager-Directionality



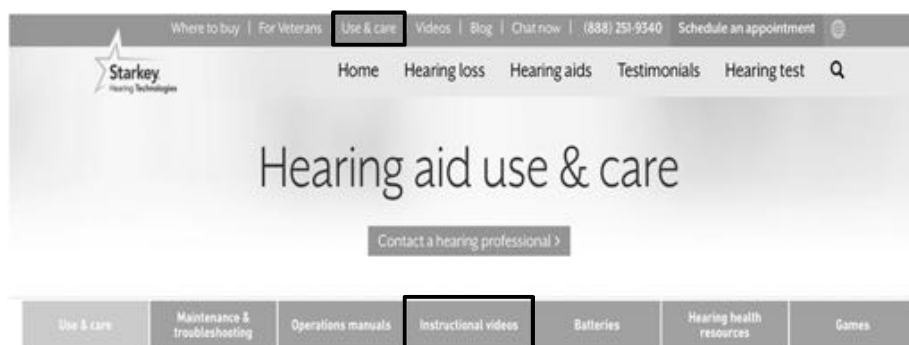
Noise Manager-Environments



Functions of Remote Hearing Healthcare

Educational Resources (Patients)

Educational Resources



www.starkey.com

Educational Resources

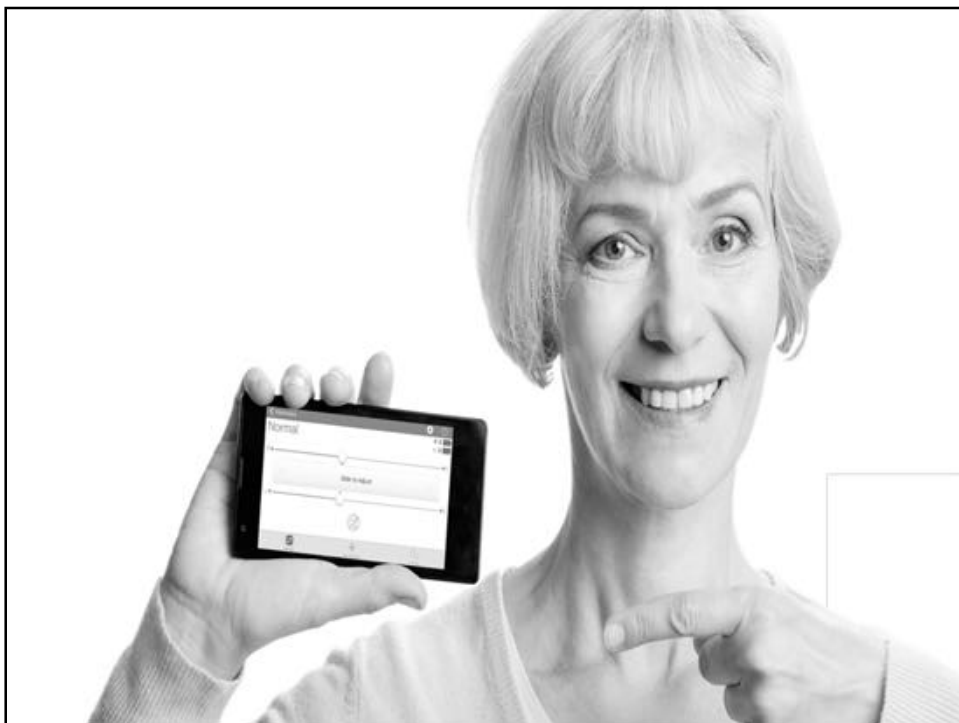


www.trulinkhearing.com

Functions of Remote Hearing Healthcare

Rehabilitative Intervention
& Counseling







Apps that Educate/Support



Hear Coach

Listening games to improve ability to communicate in noise

Options

Select from three different listening games

- Word Target
- Repeater
- Word Racer

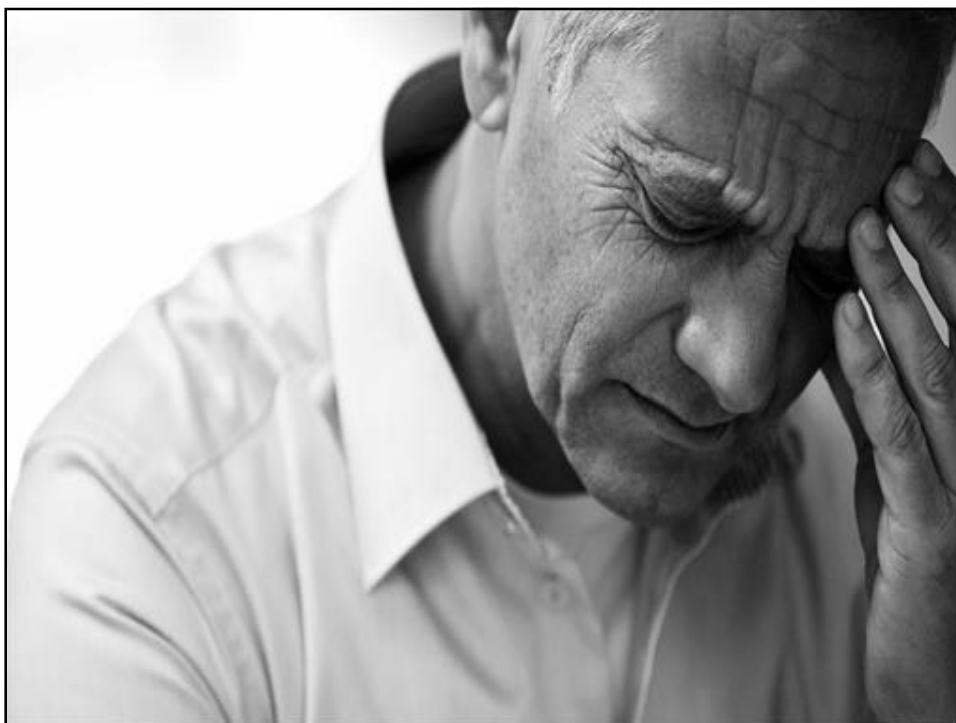


Hear Coach

Benefits:

- New or experienced hearing aid users
- Use it anytime
- Reduce listening effort





Apps for Tinnitus



relax

Relief sounds and
education for patients
who have tinnitus



relax

Patients Who Benefit:

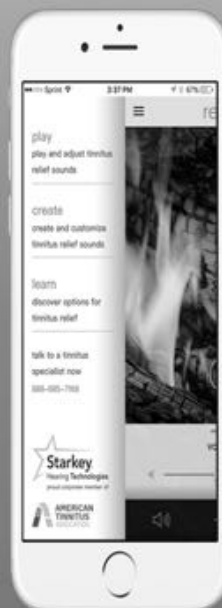
- Patients who experience tinnitus

When To Use:

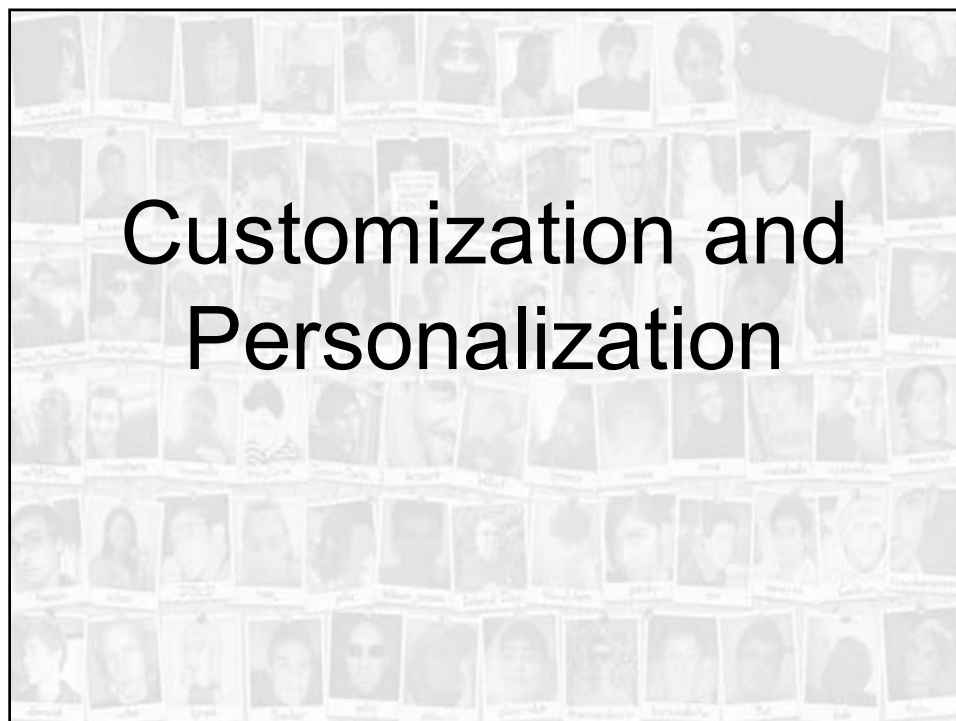
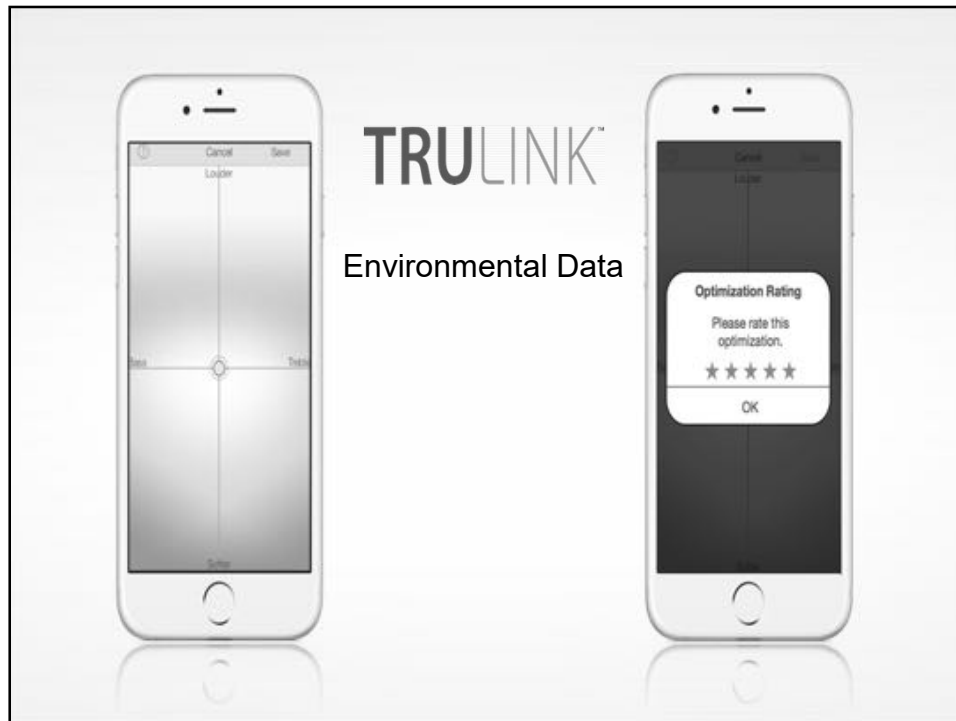
- To gain information about tinnitus
- To relieve tinnitus – day or night

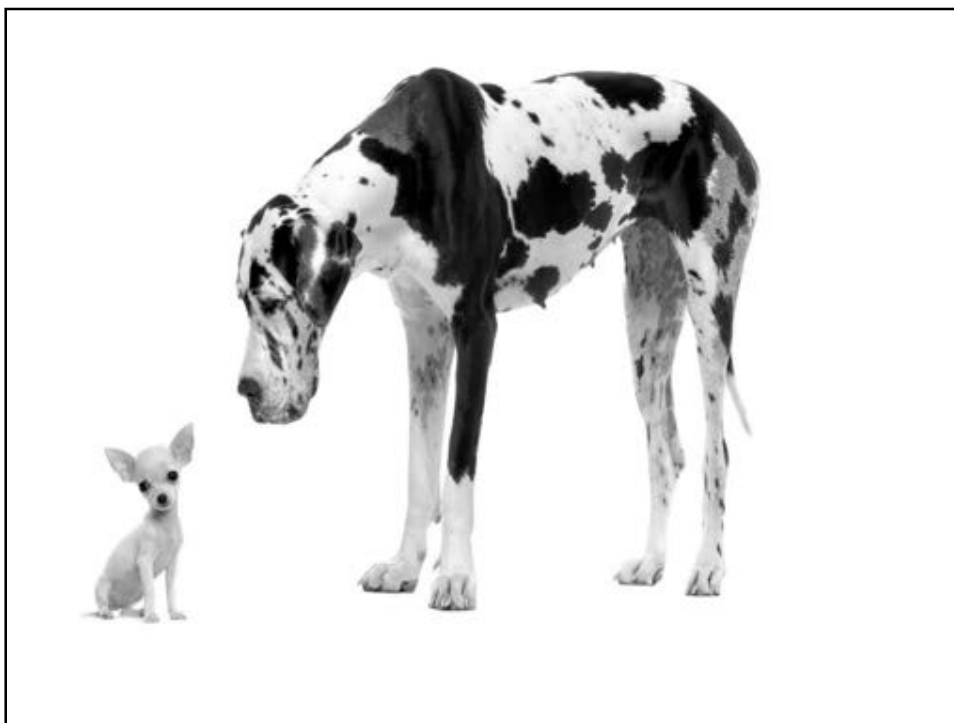
Benefits Of App:

- Sounds can be generated through hearing technology via SurfLink or Bluetooth technology
- Provides relief to reduce loudness or prominence of tinnitus









The Dash

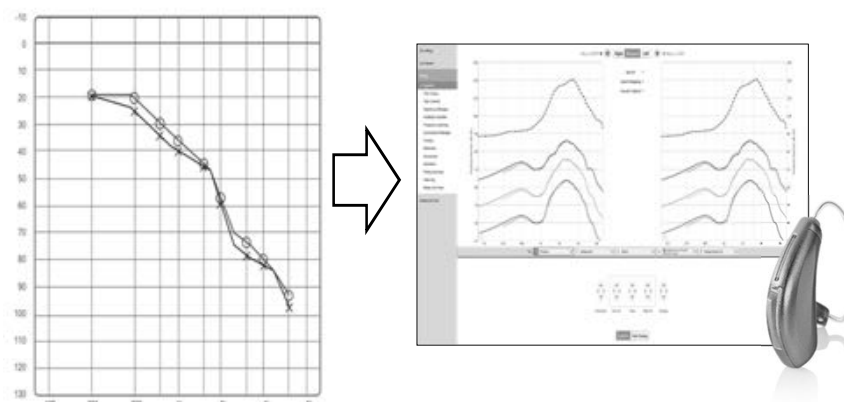
tailored by Starkey Hearing Technologies™



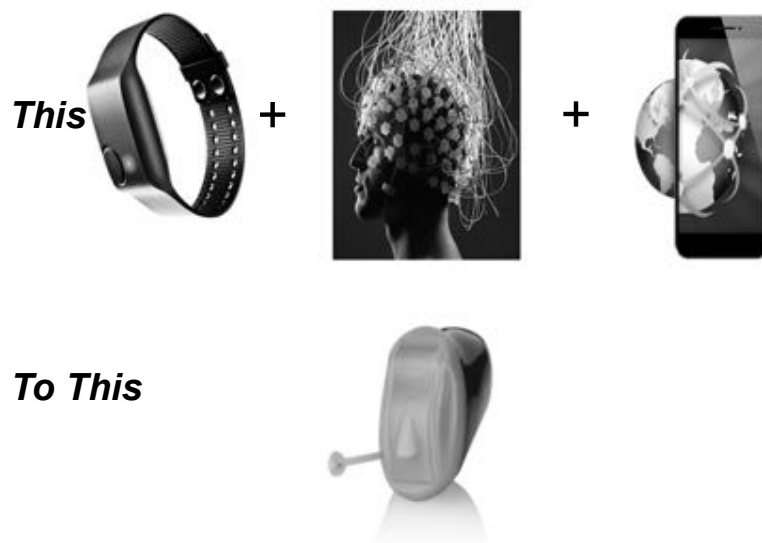
**Powerful
microcomputers
loaded
with sensors
and speakers.**



Beyond the Audiogram



Convergence



Making a Meaningful Difference



Thank You

STAYING CONNECTED WITH WIDEX

Julie Dunphy, Au.D
Director of Government Services

Emily Bruno
Director of Market Research



DISCLOSURES

- Financial: salary from Widex
- Non-Financial: Widex is on the VA hearing aid contract.



LEARNING OBJECTIVES

Following this course, learners will be able to:

- Identify available remote care options for patients who have hearing aids and/or cochlear implants.
- Describe potential applications of remote care technology to patient care.
- Apply manufacturer technology to current teleaudiology practice.



WIDEX AT A GLANCE



BEYOND AT A GLANCE

- 2.4 GHz
 - Dex compatible
 - iPhone Compatible
- Lowest battery drain in the industry
- Beyond App
- WZT App

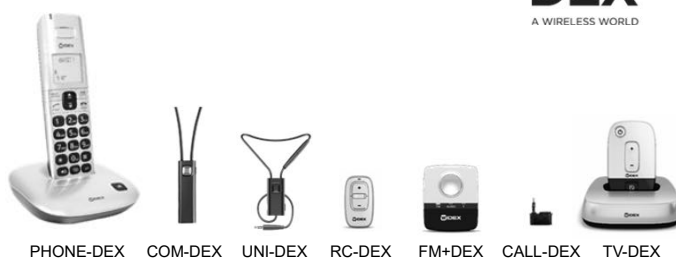
WIDEX BEYOND™
LIFE WITHOUT LIMITS



WIDEX®
HIGH DEFINITION HEARING

DEX ACCESSORIES

DEX™
A WIRELESS WORLD



PHONE-DEX COM-DEX UNI-DEX RC-DEX FM+DEX CALL-DEX TV-DEX

WIDEX®
HIGH DEFINITION HEARING

FIRMWARE UPDATES

- We push firmware updates through both Compass software and the Beyond App
- These updates help us continuously improve
- Patients can update from the app without having to come into the office



WIDEX AND TELEAUDIOLOGY

- Widex is easy to fit using the Aurical PMM
- The Widex protocol can be built and saved using the following presentation levels:
 - 55 dB
 - 65 dB
 - 80 dB



QUESTIONS?

