SPEAKER DISCLOSURE

SUSAN DE BONDT, AUD

- **Relevant Financial Relationships:**
  - Is an employee of Widex USA and receives financial compensation.

- **Relevant Nonfinancial Relationships:**
  - There are no nonfinancial relationships.
LEARNING OUTCOMES

After this course learners will be able to….

- Identify 3 Compass GPS features available in WIDEX REMOTE CARE.
- List 3 requirements for REMOTE CARE use.
- List 3 benefits of WIDEX REMOTE CARE.
- Describe the additional apps Widex offers for patients to optimize their listening in real world environments.

AGENDA

- Elevate your business with REMOTE CARE
- Why Widex REMOTE CARE?
- Requirements and candidacy
- Simple setup
- Three steps to your REMOTE CARE session
- Business support made simple
WHAT IS THE MOST IMPORTANT HEARING AID FEATURE FOR BOTH HEARING CARE PROFESSIONALS AND END USERS?

SPEECH IN NOISE PERFORMANCE

EVOKE BRINGS PROVEN RESULTS TO PATIENTS #1 PRIORITY

THE EVOKE SOUND ADVANTAGE

94% of wearers PREFER WIDEX over non-Widex hearing devices in noise

AND Widex is the preferred choice for soft sounds

Hearing Better in NOISE is Ranked the #1 Priority for People with Hearing Loss®
WHY REMOTE CARE?

- Compliance standards of practice
- Confidence in quality of care
- Efficiency in service delivery
- 75M boomers entering Medicare arena
- Industry wide engagement in telehealth
- What buyers of hearing services want
WHY REMOTE CARE

- Grow Sales
- Upgrade Your Service
- Greater Efficiency
- Retain Patients
- Reduce Returns
- Attract New Business

WHY WIDEX REMOTE CARE

- High-Quality Video Visit
- Modern Full-Service Care Solution
- Ultimate Compatibility

*Except CIC Micro

Course presented in partnership with
INTRODUCING REMOTE LINK

- Personalized remote care device
- Paired specifically to patient's NOAH file
- Loaner or dispensing options
- Connect to up to five NOAH files

WHY REMOTE LINK

- FULL-FEATURED SOFTWARE
- MAINTAIN YOUR RELATIONSHIP
- ACCURATE ASSESSMENT
REAL-LIFE HEARING™ SOLUTIONS

- GREATER ACCURACY FOR FINE-TUNING
- REDUCE UNNECESSARY FOLLOW-UP
- UNDERSTAND THEIR SOUND ENVIRONMENT
- A TRUE TELE-HEALTH EXPERIENCE

SOLUTION OVERVIEW AND REQUIREMENTS
WIDEX REMOTE CARE OVERVIEW

RECOMMENDED PATIENTS

- Fit within S- or M-receiver fitting range
  - P and HP receiver if they are successful with phone use
  - Able to use a smartphone and REMOTE LINK app
  - Or have a family member or caregiver available to help
- Sufficient internet bandwidth
- Familiar with Skype or FaceTime type applications
REMOTE CARE REQUIREMENTS

- Compass™ GPS 3.3 or later
- Charged REMOTE LINK
- Paired REMOTE LINK to GPS and REMOTE LINK app
- Web cam and mic
- Admin login to install

EASY SET UP
GETTING STARTED

- Set up a client in the database.
- Do First Fit, *in clinic*
- Register the REMOTE LINK in GPS and help the client to download WIDEX REMOTE CARE app
- Set up a time for a Remote meeting

STEP-BY-STEP: **SIGN-UP YOUR PATIENT**
STEP-BY-STEP: REMOTE LINK REGISTRATION

STEP-BY-STEP: WIDEX REMOTE CARE APP
THREE SIMPLE STEPS TO YOUR WIDEX REMOTE CARE SESSION
STEP 1: **START** THE REMOTE CARE SESSION

Click on **REMOTE CARE**. When ready, click **Join Meeting**

STEP 2: **CONNECT** TO YOUR SESSION AND COMPLETE FINE TUNING

The Hearing Aid Symbol below the video shows connection status.
STEP 3: END YOUR SESSION MEETING
CONFIDENCE AND CONVENIENCE WITH SERVICE TRACKER

- Tests internal function of the hearing devices.
  - Receiver Function
  - Microphone Function
  - Internal Noise
- Get the full picture — remotely.

LOG - ENVIRONMENT

Accurate Assessment

Confidence and Convenience with Service Tracker

Tests internal function of the hearing devices.
- Receiver Function
- Microphone Function
- Internal Noise
Get the full picture — remotely.

Log - Environment
LOG – PERCENTAGES

LOG – PREFERENCE CONTROL
FEEDBACK TEST & IN-SITU VENT EFFECT

FINE-TUNING IN SOUND CLASSES
INTEGRATE REMOTE CARE
IN YOUR PRACTICE

Service Model Recommendations

OPTION 1: FIRST 30 DAYS LOANER

<table>
<thead>
<tr>
<th>INCLUDED APPOINTMENTS</th>
<th>INCLUDED ACCESSORIES</th>
<th>PATIENT PROFILES</th>
<th>POTENTIAL PRICING STRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As needed during first 30 days</td>
<td>• Loaner REMOTE LINK</td>
<td>• Returned hearing aids before</td>
<td>• No charge for first 30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hesitant to try new hearing devices</td>
<td>• Can purchase additional service plan after 30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• More difficult hearing loss</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Difficulty coming to office for a two-week follow-up</td>
<td></td>
</tr>
</tbody>
</table>

Note: Recommended by appointment only
## OPTION 2: PAY-AS-YOU-GO

<table>
<thead>
<tr>
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<th>PATIENT Profiles</th>
<th>POTENTIAL PRICING STRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All included office visits</td>
<td>• REMOTE LINK rental for each session*</td>
<td>• Unexpected fine tuning needed but cannot make it to office</td>
<td>• Up to $75 per session</td>
</tr>
<tr>
<td>• REMOTE CARE as requested</td>
<td>• Includes shipping and return label</td>
<td>• Difficulty hearing when traveling</td>
<td></td>
</tr>
<tr>
<td>Note: Recommended by appointment only</td>
<td>• Includes personal REMOTE LINK ($150 value)</td>
<td>• Not interested in bundle package</td>
<td></td>
</tr>
</tbody>
</table>

*Non-Refundable $150 deposit if lost or unreturned

*Recommend verifying state laws and regulations for out-of-state billed services

## OPTION 3: PARTIAL REMOTE SERVICE PLAN

<table>
<thead>
<tr>
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<th>POTENTIAL PRICING STRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All included office visits</td>
<td>• Includes personal REMOTE LINK ($150 value)</td>
<td>• Relies on care-takers</td>
<td>• Up to $250</td>
</tr>
<tr>
<td>• Four REMOTE CARE sessions / year</td>
<td></td>
<td>• Has difficulty traveling to office</td>
<td></td>
</tr>
<tr>
<td>Note: Recommended by appointment only</td>
<td></td>
<td>• Works during business hours</td>
<td></td>
</tr>
</tbody>
</table>

*Recommend verifying state laws and regulations for out-of-state billed services
### OPTION 4: FULL REMOTE SERVICE PLAN

<table>
<thead>
<tr>
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<th>POTENTIAL PRICING STRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All included office visits</td>
<td>• Includes personal REMOTE LINK ($150 value)</td>
<td>• Travels out of town</td>
<td>• Up to $750 (One time fee for life of hearing device)</td>
</tr>
<tr>
<td>• Annual in-person visit</td>
<td></td>
<td>• Relies on care-takers</td>
<td></td>
</tr>
<tr>
<td>• Unlimited REMOTE CARE services</td>
<td></td>
<td>• Has difficulty traveling to office</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Recommend by appointment only

*Recommend verifying state laws and regulations for out-of-state billed services

### OPTION 5: FULLY UNBUNDLED

<table>
<thead>
<tr>
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<th>POTENTIAL PRICING STRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Fully unbundled service plan:</td>
<td>• REMOTE LINK ($150 value)</td>
<td>• Price shopping and/or looking at online options</td>
<td>• Evaluation, consultation &amp; fitting:$1,400</td>
</tr>
<tr>
<td>• Evaluation</td>
<td></td>
<td></td>
<td>• HA Devices: limited markup</td>
</tr>
<tr>
<td>• Consultation</td>
<td></td>
<td></td>
<td>• In-office visits: $75-100 or bundle 1, 2, 3 year follow-up</td>
</tr>
<tr>
<td>• Fitting</td>
<td></td>
<td></td>
<td>• Personal REMOTE LINK + four remote sessions: $250</td>
</tr>
<tr>
<td>• In-office visits</td>
<td></td>
<td></td>
<td>• Additional remote sessions: $50-75</td>
</tr>
<tr>
<td>• Remote sessions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Recommend verifying state laws and regulations for out-of-state billed services
ADDITIONAL USES TO CONSIDER

- SATELLITE OFFICES
- NURSING HOMES
- ZEN

WEARER SATISFACTION
WIDEX REMOTE CARE: BENEFITS

- High levels of satisfaction after trial

Study in Canada Oct-Dec, 2018, 16 clients

INITIAL RESPONSES

Ease of Use
- Very Easy: 88%
- Easy

App Usability
- Very Easy: 88%
- Easy

Desire for REMOTE CARE in future
- Very Important: 29%
- Decisive
- Somewhat Important: 59%

Study in Canada Oct-Dec, 2018, 16 clients
THANK YOU!

For any questions, please email:

AOInquiry@widex.com

WIDEX REMOTE CARE

Full service solutions and care for your real-life hearing™ needs.