

# REMOTE CARE™ PROFESSIONAL STEP-BY-STEP GUIDE

## Getting Started With Widex REMOTE CARE™

WIDEX REMOTE CARE™ is designed for remote follow-up care. All initial fittings must be completed face-to-face in the office. This guide will walk you through the four easy steps to providing REMOTE CARE™:

1. Open **Compass™ GPS 4.0**
2. Access Widex **Cloud Based Services** and register the REMOTE LINK™ in GPS
3. Add the REMOTE CARE™ app and pair REMOTE LINK™ to the patient's phone
4. Conduct a REMOTE CARE™ session

Register the REMOTE LINK™ in Compass™ GPS 4.0

You ask your patient to bring their smartphone to the appointment.

### Access Cloud Services:

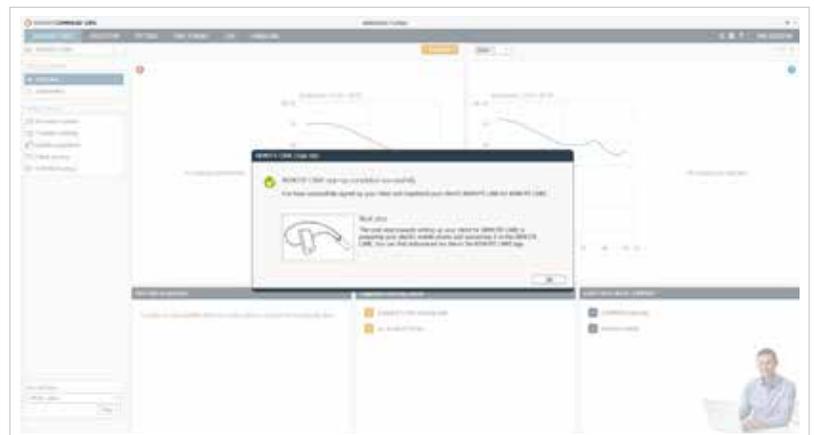
1. Click on the **Cloud** icon on the Toolbar
2. Click **Log In**
3. Click **Create User**
4. Follow the steps to create user
5. Once registration is complete, click on **Cloud** icon to log in with username and password (email will be sent to you with access details)

### Compass™ GPS setup:

1. To sign up a REMOTE LINK™ to a specific patient, click **REMOTE CARE™ (Sign Up)**. The hearing devices do not need to be connected.



2. Next, use the cable to connect the REMOTE LINK™ to your computer. Click **Register REMOTE LINK™**.



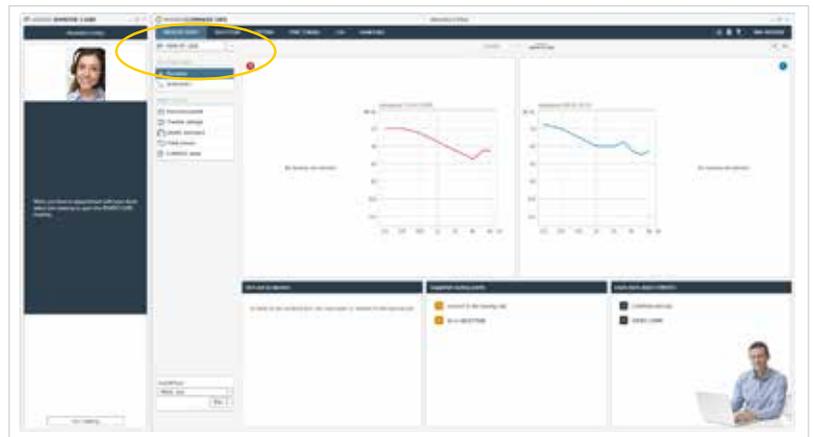
### Add the REMOTE CARE™ app on patient's phone.

Follow the steps shown in the app to pair the REMOTE LINK™ to the phone.

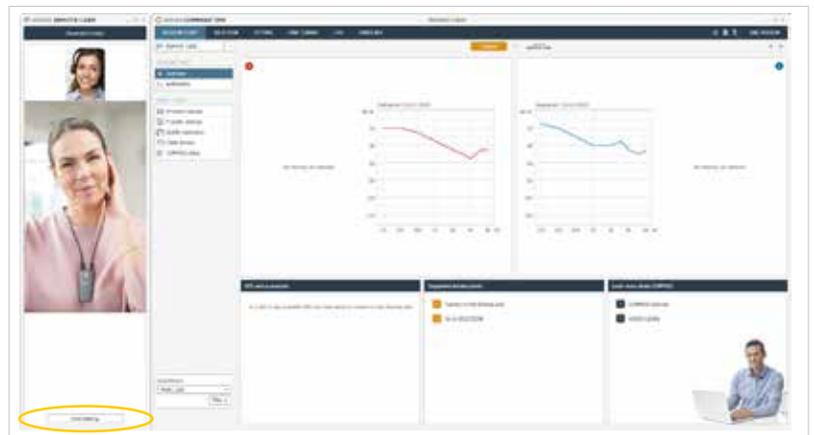
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## Starting the REMOTE CARE™ session:

Click on “**REMOTE CARE™**” in the upper left corner. The REMOTE CARE™ window opens.



At the scheduled time, click “**Join meeting**”. The patient’s video connection starts in the REMOTE CARE™ window when he/she joins the meeting.



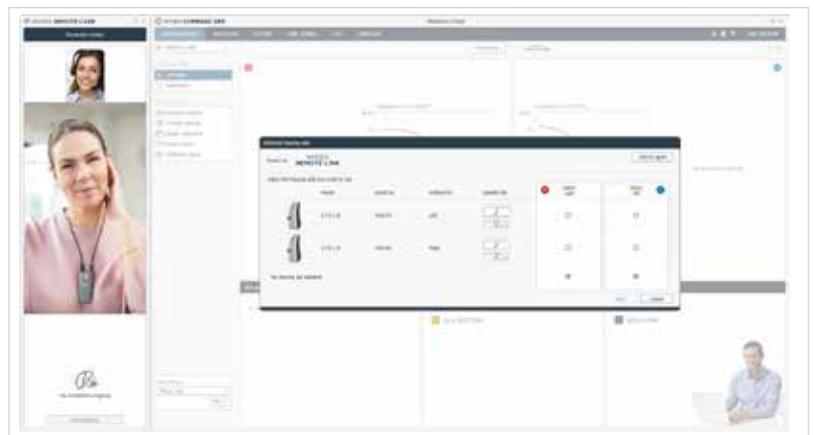
## Connecting the hearing devices:

Select “**Connect**” in GPS, to connect to the hearing devices. REMOTE LINK™ is preselected as a programming device.

The hearing aid symbol under the REMOTE CARE™ window shows that the REMOTE LINK™ is searching for the hearing devices.

**TIP:** Inform your patient that the sound in the hearing devices will be muted for a longer period than normal when GPS is searching for the devices.

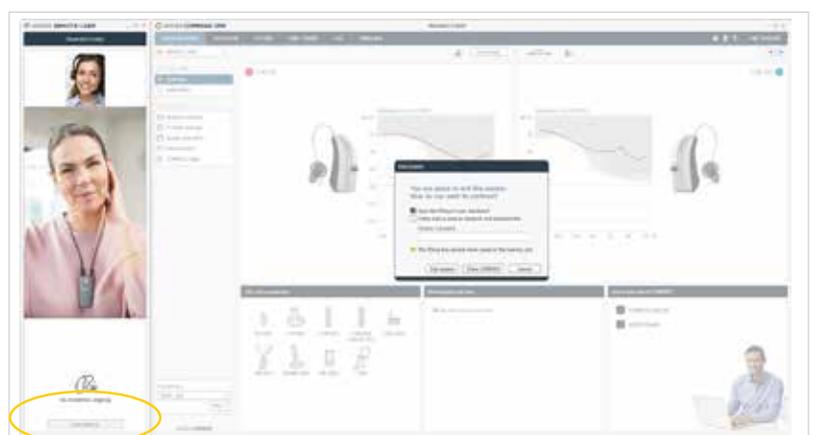
Proceed as normal with GPS fine tuning.



## Disconnecting hearing devices:

Disconnect the hearing devices and close GPS as normal. The REMOTE CARE™ window will be left open to allow for final discussions such as scheduling a new meeting, saying goodbye, etc.

End the meeting by closing the REMOTE CARE™ window.



**TIP:** Do a TEST MEETING by opening a remote care session in Compass™ GPS and in the REMOTE CARE™ app to test that audio and visual works on both the computer and smartphone

### Conduct a REMOTE CARE™ Session

Tips to ensure that you get the most out of your REMOTE CARE™ session:

1. Give patient the REMOTE CARE™ Session Guide (CBR212) to have a reference
2. Remote sessions should be treated in the same manner as a face-to face session:
  - a. Schedule the appointment and set expectations of a time with the patient.
  - b. Give the patient a reminder of their scheduled time.
  - c. Let the patient know if there is someone else in the room observing the session.
  - d. Have all materials needed with you before you start the appointment.
  - e. Use the data log to look at the patient's wear patterns to get a good fine-tuning starting point.
3. Run ServiceTracker to confirm appropriate microphone, receiver and internal noise functionality.
4. Look into the camera when you are speaking
5. Explain what you are doing step by step as the patient will not be able to see anything but you.
6. Remember when you demonstrate something to the patient that it will be a mirrored image. If possible, have them repeat it.
7. Establish the next steps with the patient before ending the session.

### Additional Support Materials Available:

- End User Guide to REMOTE CARE™
- REMOTE CARE™ Appointment Reminder Email Template
- REMOTE CARE™ ServiceTracker Guide
- REMOTE CARE™ Service Plan Guide

### Support Information:

1. You must have Compass™ GPS 3.3 or later to use REMOTE CARE™.
2. Make sure end user fully charges their REMOTE LINK™ before a session.
3. You must have a camera connected to your computer to start a REMOTE CARE™ session. **NOTE:** it is recommended to have a camera with a microphone to ensure optimal microphone function and quality.
4. Make sure designated camera, speaker and microphone are set on the computer. This is especially important if there is other equipment that uses speakers connected to the computer (i.e. Real Ear equipment).
5. If the REMOTE LINK™ is registered to a file on the NOAH server, it must be accessed on the same server that it was registered.
6. When installing the REMOTE CARE™ app on the patient's smartphone, make sure the app has access to both the camera and microphone.
7. Before starting a REMOTE CARE™ session, make sure no other program on your computer is using the camera or microphone.