



1

Objectives

After this session, you:

- Will be able to list 4 benefits to the hearing healthcare provider and/or the patient/caregiver of using remote fine tuning (RFT) applications
- Will be able list at least 5 adjustments that may be made through remote fine tuning
- Will be able to state the difference between Synchronous and Asynchronous remote fine tuning

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In the wise words of Bob Dylan

*Come gather 'round, people
Wherever you roam
And admit that the waters
Around you have grown
And accept it that soon
You'll be drenched to the bone
If your time to you is worth savin'
And you better start swimmin'
Or you'll sink like a stone*

For the times they are a-changin'

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The times ARE a-changin'!

- Teenagers are here! They are giving more a voice in what works for them and how they want to use the technology at their fingertips!
- Theories support that the less "involvement" required by the participant, the more likely they will use the technology regularly.
- Seeing an explosion of mobile devices and apps that provide quicker pathways to information
- Teenagers have a peak understanding' of digital communications being at the ages of 14 and 15 according to the Ofcom's 2014 Communications Market report

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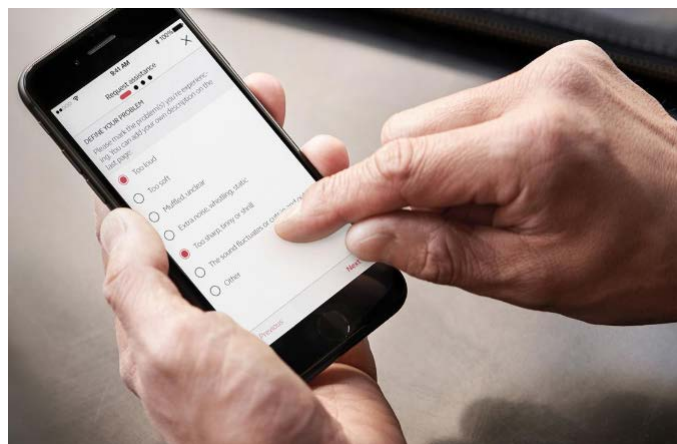
What is Telehealth?


- World Health Organization defines telehealth as:
 - Use of telecommunications and virtual technologies to deliver healthcare outside of the traditional healthcare facility.
- Major health insurance companies use it for:
 - Consultations with specialists
 - Medical Questions
 - Minor evaluations for injuries for illnesses
 - Paperwork and Medical Records

More support every step of the way with ReSound

Live Assistance for face-to-face video appointments from the comfort of your home


Remote fine-tuning so you can request adjustments to your hearing aids anytime





Introducing ReSound Assist


- Is NOT replacing the hearing professional
- The first fit must be done in your office
 - Is NOT required
- The first asynchronous remote fine tuning application
- You choose who to use it with and when to use it



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Remote Assist – Remote Fine Tuning

- Telehealth option/solution
- Asynchronous process
- Convenience for both patient and Audiologist
- Request can be generated via:
 - App
 - Phone
 - Email
 - Text
- Requests can be answered at the **convenience** of the Audiologist.
- Patient can download the settings at his/her **convenience** through the Smart 3D app*
- Information is stored in a Cloud-based service available anytime.



*Must have an iPhone/iPad/iPod or compatible Android

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ReSound Remote Assist

Synchronous

Must be online together at the same time

Done in "real time"

Appointment is scheduled similar to an in-person visit.

Must have a stable fast internet connection.

Can use any device with a camera

Asynchronous



Request can be generated via:

phone

email

text

"store and forward" model

Requests can be answered at the convenience of the Audiologist.

Patient can download the settings at his/her convenience through the Smart 3D app.

****Must have an iPhone/iPad/iPod or compatible Android**

Information is stored in a Cloud-based service available anytime.

Convenient for pts, families and audiologists!

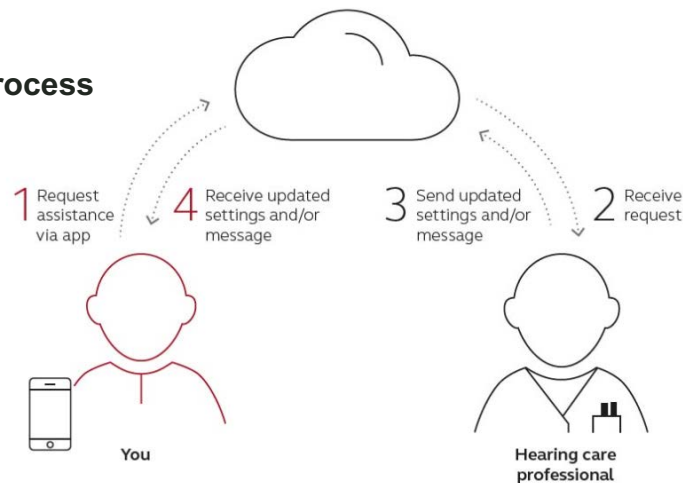
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ReSound Assist

The process



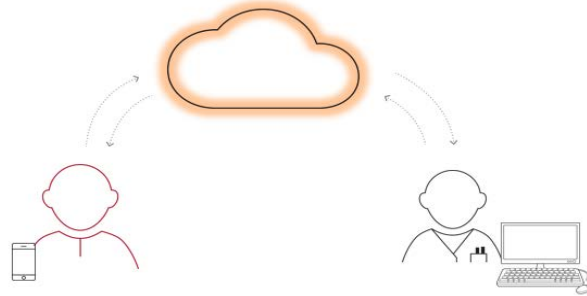
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ReSound Assist



- After you perform your initial fit and **IF** the patient consents:

The fitting data is stored in a cloud.

This can be retrieved at any time by the audiologist via the fitting software

The patient downloads the changes at any time via the Smart 3D Smartphone app.

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What Can be adjusted through RFT?

- Gain
- Compression
- Advanced features:
 - Noise Tracker II
 - Directionality
 - Sound Shaper
 - DFS for feedback
 - Wind Guard
- Add/Remove Programs
 - Outdoor
 - DAI
 - Restaurant
- Rename programs for easier identification
- Adjust Mic to Accessory ratio
- Adjust volume/Turn off indicator tones
- Adjust Delayed Activation
- Enable/disable manual controls
- Beep adjustments

**** You can not RUN the DFS calibration but you can make adjustments once it has been completed.**

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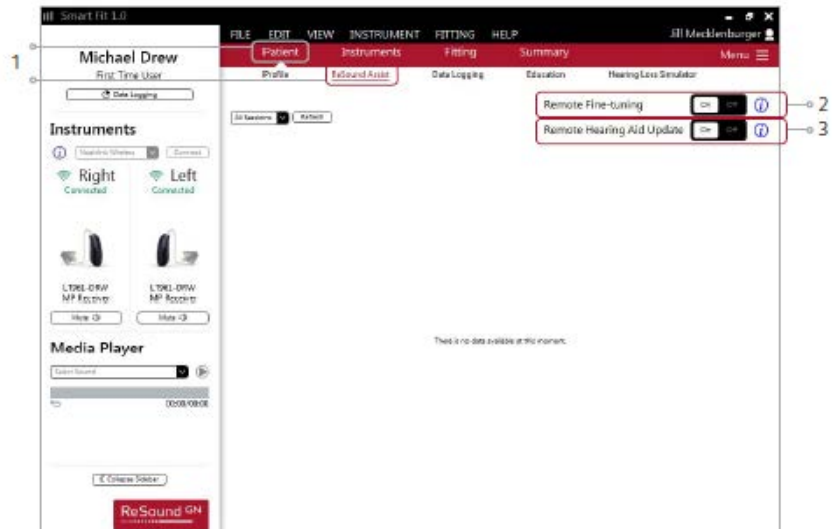
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Lets see it in action

Activate remote fine-tuning

1. From the Patient screen, select ReSound Assist from the lower navigation row.
2. Click the 'On' toggle to activate Remote Fine-tuning.
3. Also click the 'On' toggle for Remote Hearing Aid Update to activate patient receiving remote updates to their hearing aid firmware.



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Patient Consent- VERY IMPORTANT

Select patient consent from menu

1. Click on the 'Menu' button below the fitter's name.
2. Click on the 'Patient Consent' option to begin consent procedure.



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Move cloud icon to taskbar

1. The orange cloud icon should be visible in the taskbar so that the fitter will know when requests for assistance are received.
2. Click on the upward arrow in the taskbar in order to view the hidden icons.
3. A window will appear which contains the orange cloud icon for GN Online Services.
4. Click and drag the cloud icon to the taskbar.
5. The cloud icon will now appear in the taskbar as shown.



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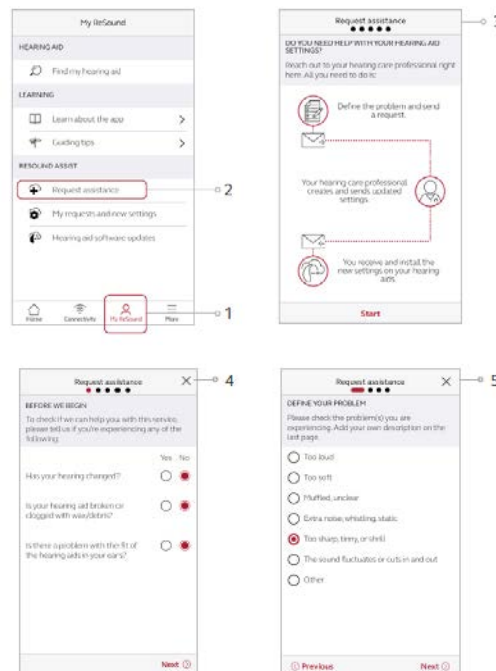
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Assistance request is initiated

1. The patient clicks the 'My ReSound' button.
2. 'Request Assistance' is selected
3. An overview of the Assistance Procedure is shown.
4. Questions are asked about hearing and hearing aid status.
5. Choices are presented for possible sound quality complaints.



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Assistance request is defined further

1. The patient identifies the environment or the specific types of sounds which are contributing to their problem.
2. The patient specifies the severity of the problem, which ear is affected, and in which program(s) they're experiencing the problem.

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Assistance request is finalized and sent

1. A summary screen is shown in which the patient is able to review the details of their problem, as well as enter a title for the request and add a personal message.
2. The patient clicks 'Send request' to send the Assistance Request to their hearing care provider.
3. A message appears in the app, confirming that the request was sent and displaying the auto-reply with expected response time previously created for your business in GN Online Services.

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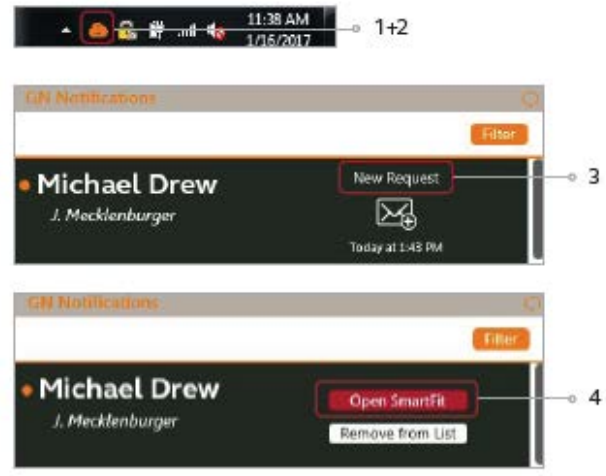
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Notification of Assistance request

1. The number of requests received will appear in the cloud icon in the taskbar.
2. Click on the cloud icon to open the GN Notifications box. A list will appear if more than one request is received.
3. Click on 'New Request'. The options to either 'Open Smart Fit' or 'Remove from List' will appear.
4. If 'Remove from List' is selected, the request is deleted from the Notification Tray, but will still appear on the Patient's Timeline in ReSound Assist for that particular patient.
5. Click on 'Open Smart Fit' to go directly to the timeline within ReSound Assist for that particular patient.



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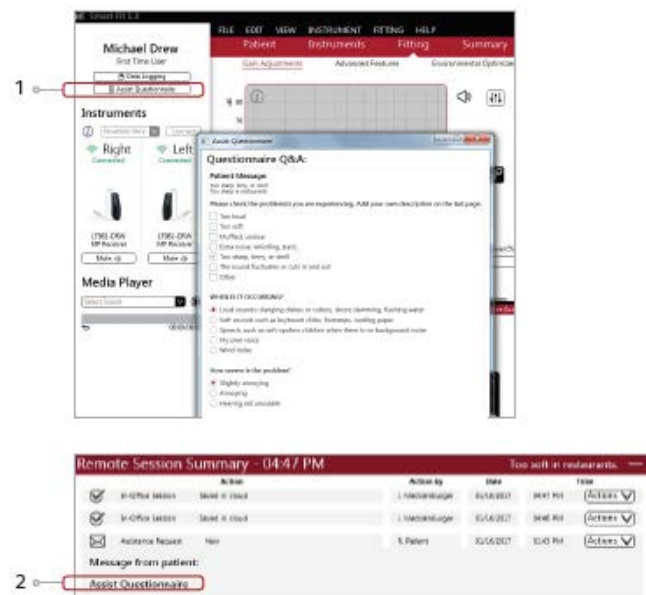
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View patient's Assist questionnaire

1. There are two ways in which the Assist Questionnaire sent by the patient from the ReSound Smart 3D app can be viewed:
2. Click the 'Assist Questionnaire' box beneath the Data Logging box in the sidebar. This will expand the questionnaire and also enable it to be moved around the fit screen during fine-tuning adjustments.
3. Click the 'Assist Questionnaire' which will appear after 'Message from patient' in the Assistance Request on the Timeline. This will expand the questionnaire for viewing.



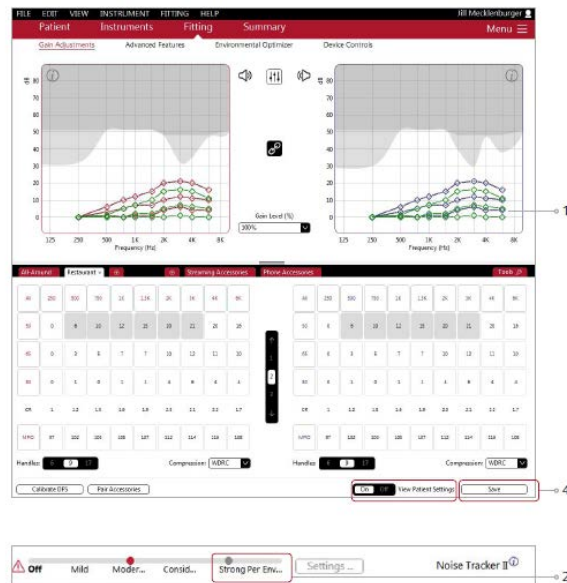
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Make ANY changes



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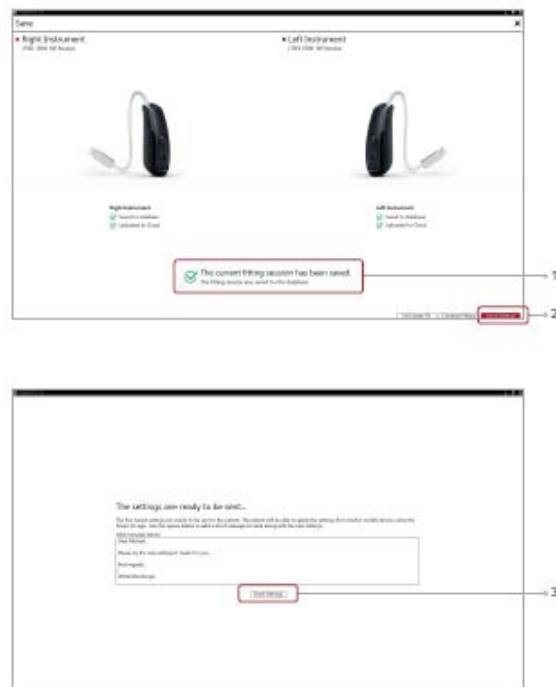
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Prepare to send package

1. After saving in the Fitting screen, a message will appear stating that the current fitting session has been saved.
2. Click 'Send Settings' in the lower right corner.
3. A free text screen will appear. This allows the fitter to compose a message to the patient. A summary of the changes made can be included if desired. Click 'Send Settings' again.

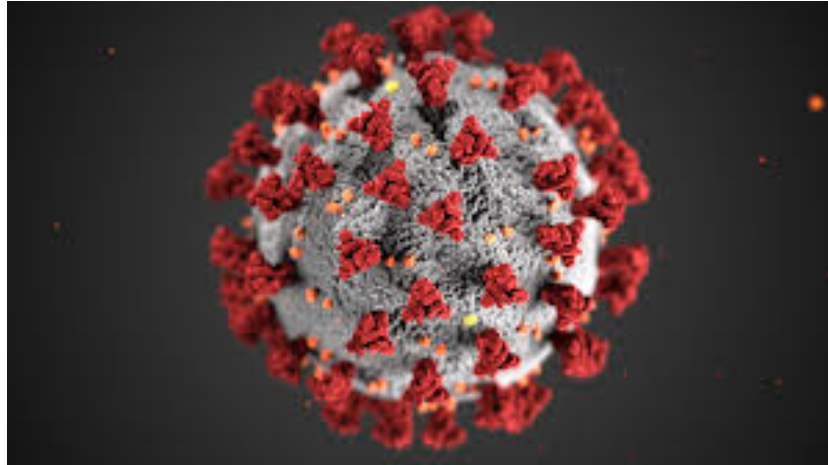


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COVID 19



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Study: **Examining the Potential Applications of Pediatric Telehealth and Remote Fine Tuning with ReSound Assist**

Megan Quilter, Au.D , Kate Pick, Au.D

Protocol:

- 16 children enrolled
- Ages: 6 to 18yr - Mean age: 12 yr
Known as the "Volunteer"
- **All fit and verified with appropriate ReSound LiNX 3D or ReSound Enzo 3D:**
 - 3-4 Remote fine tuning sessions were initiated on a monthly/Quarterly basis.
 - Requests were initiated either by the "Volunteer", the caregiver or the Audiologist.
 - Requests included Program additions or deletions, feature adjustments, and/or device control activation.
 - All adjustments were downloaded to the hearing instruments using ReSound Assist within the ReSound Smart 3D app and a compatible smart device (Apple or Samsung).
 - Semi-structured Survey Questionnaires were sent after each RFT session to be completed anonymously by the Audiologist, Caregiver and/or Volunteer.

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What Trends Are We Looking For? Audiologist, Teenager & Parent

- **Easier access to care for difficult to schedule patients:**
 - Travel long distances
 - Homebound
 - Limited transportation
 - Inclement weather
- **Faster response times to patient requests**
- **Adjustments to certain features in between appointments;**
 - Feedback management
- **Cost effective solution for their practice**
 - Able to see more patients
 - Able to attract more patients with this offering

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Volunteer

- 92% state it helped accept and enjoy their hearing instruments **faster** and wore them **longer** periods of time
- 92% felt **more responsible** for their hearing needs
- 46% felt embarrassed for being taken out of class for an audiology appointment and missed homework, assignments and class lecture
- 69% felt they used their hearing aids **more** with the connectivity options that were made available to them.



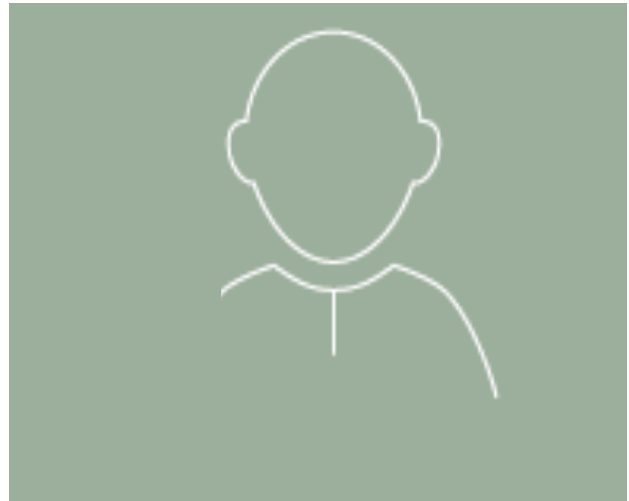
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Caregiver

- 72% claim to **wait over 2 weeks** for their child's hearing aid appointment
- 100% state it **reduced their travel time**
- 100% state it **reduced anxiety** on their child NOT having to get into the audiologist
- 100% appreciated **not having to miss work or events** to take their children to the audiologist



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Audiologist

- 81% felt it facilitated **faster response times** to their patient's needs
- 75% felt it would lead to **better goal achievements/ hearing aid outcomes** for patients
- 75% stated they felt Remote Assist offered an **enhancement in level of care** for their patients
- 100% felt it was important that we, as hearing healthcare providers, find **creative and cost-effective ways** to deliver hearing health care to continue to exist in the Audiology industry.



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Value added instantly

Patients

- In Pediatrics, No need to coordinate between:
 - Parents work schedule,
 - Child's academic, extracurricular and sports schedules, and classes.
 - Don't have to leave the house!
 - Clinic availability for simple adjustments
- Add/Remove programs and/or features to increase comfort and compliance
- Quicker response time for small adjustments:
 - Turn indicator tones On/Off/Louder/Softer
 - Rename programs for the easier identification on the remote control or Apple/Androids devices.
- Involve shy or less talkative patients in his/her own hearing care

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Clinicians

- More time in daily schedule for new patients or patients who need to get in quickly
- Increased revenue from more available new evaluations-business model dependent
- Reduced cancellations and more consistent follow-up care
- Added layer of service (Concierge Care)
- Free up time in the schedule to see those who prefer a face to face appointment
- May find their pts becoming more accountable for their hearing loss!

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Insights

- 100% believe it is important that we, as hearing healthcare providers, find creative and cost-effective ways to deliver hearing health care to continue to exist in the Audiology industry
- 62.5% likely to continue to RFT for pts , 37%- couldn't decide
- 100% thought that telehealth should be covered by insurance, private pay or assistance
- 81.25% thought that teens appreciated the RFT experience

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Insights - teenager

- 100% thought RFT would allow them time to do other things than to see the aud.
- 93% claim they would prefer to have hearing aids programmed from convenience of their own homes
- 100% claim convenience with having their HA remoter fine tuned
- 100% said it was easy to set up and apply all new settings
- 100% SUCCESS

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Key Survey Findings for Remote Fine Tuning – All Ages

Technology and telehealth is emerging as a driver of consumers' healthcare decision making

- Approx. **86% of respondents see value** in incorporating tele-health care into a healthcare regimen
- More than a third of the 55+ community is **very or somewhat interested** in incorporating telemedicine into their health care regimen
- Of those that use a wearable device as part of their daily health regimen, 30% wear an activity bracelet and 30% use a smartphone

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Key Survey Findings

The future hearing aid wearer can be expected to choose a brand that offers tele-health

- Of the 35-54 year-old age group 20% answered that they were very likely to change their hearing aids or other hearing assistance device to a brand that provides a telepresence function that links them directly to a healthcare professional
- 47% of that same age group answered that they were somewhat likely to change their hearing aids or other hearing assistance device to a brand that provides a telepresence function leading to a total of 67% in this age group being positive towards a brand with this offering
- 30% of the 35-54 year olds answered that telepresence is the future of the healthcare industry

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Key Survey Findings- All ages

The users expect their health professionals to be flexible and on the forefront of technology - Of those NOT satisfied with their audiologist or hearing health care professional;

- 30% of the total respondents answered that it was due to the HCP not offering the most recent technology available
- 23% of the respondents answered that it was too hard to schedule an appointment
- 28% answered that the doctor was too expensive and
- 31% felt that the doctor's office was too far away – and they were all in the +55 year age group

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The Cloud

It's
Everywhere!

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What about my patient's privacy?

- Confidential and secure while transferred, received, or shared
- Azure Cloud meets ISO 27001 certification standards
- EU General Data Protection Regulation (GDPR)



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Embrace Technology



Make it
FUN!
Educational
Engaging
Rewarding

And make it
ACCESSIBLE...



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