

ReSound Assist Best Practices

Introducing ReSound Assist

1. **Enable ReSound Assist for every patient and get consent at the first fit.**
 - First-time hearing aid user: Wait to demonstrate the ReSound Assist process flow at the second or third appointment, similar to when you would introduce a wireless accessory.
 - Experienced hearing aid user: Introduce and demonstrate ReSound Assist at first fit.
2. **Perform remote fine-tuning adjustments in the office.**
 - At the introductory appointment, complete a ReSound Assist request and follow the steps to fulfill that request while together with the patient.
 - Ensure the patient is comfortable with the service by asking them to send a message through a ReSound Assist request within 48 hours of leaving the appointment.
 - Complete all future in-office adjustments with the patient using ReSound Assist.

ReSound Assist Value

1. **Bundle ReSound Assist into the cost of the hearing aids.**

Present ReSound Assist as a part of your patients' hearing aid package. Waive this fee to boost your practice differentiation, while still demonstrating the value of the service you are providing.

2. **Build a separate ReSound Assist service package.**

Develop a separate service package after a set number of ReSound Assist requests has been met. Include the first service package as part of the hearing aid purchase to allow patients to get familiar with remote fine-tuning.

Tips for Managing ReSound Assist

1. **Set a realistic service level.**

- Your auto-reply message should set expectations with your patients on your ReSound Assist response time. Make sure you can fulfill requests in that timeframe. We recommend responding to all requests within 48 hours.

2. **Enable email notifications.**

- Ensure email notifications are enabled for ReSound Assist requests in GN Online Services.

3. **Be consistent when checking for ReSound Assist requests.**

- Check for new ReSound Assist requests first thing in the morning and fulfill any open requests prior to your first appointment.

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