


Oticon RemoteCare

Using mobile technology to complement your service

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Reimagining Technology

Learning Objectives

After this course, participants will be able to

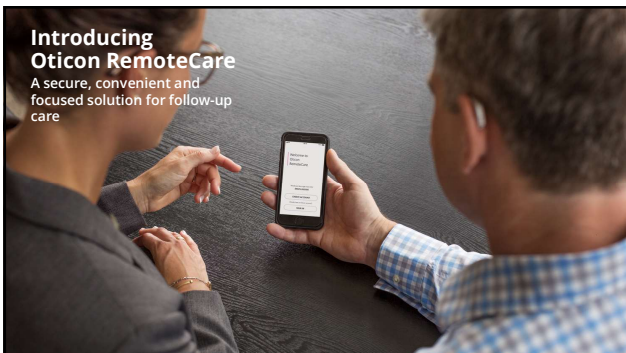
- discuss the reasons for and benefits of Oticon RemoteCare.
- demonstrate what is needed in order to get started with Oticon RemoteCare.
- demonstrate how to use Oticon RemoteCare through the Genie 2 software and through the Oticon RemoteCare app.

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Introducing Oticon RemoteCare

A secure, convenient and focused solution for follow-up care



Oticon RemoteCare App

An overview

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Why Oticon RemoteCare?

Many benefits for all involved

- More clients & aging population
- Personalized, on-demand support
- Additional convenience
- "Future proof"
 - More than 3 billion smartphone users in 2019¹
 - Clients and clinicians interested in eHealth²

1: Statista, 2019. 2: Irwin, 2015

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Oticon RemoteCare App

In a nutshell

<p>Provide support remotely, securely, and comfortably</p>	<p>Help clients when and where they need it most</p> <ul style="list-style-type: none"> • Vacation • Injury/sickness • At home/work when scheduling or transportation is difficult • Specific challenging environments 	<p>Stay connected throughout the hearing care journey – without compromising personal care!</p>
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6: When it complies with local laws/regulations, and technical requirements, how best not

Provide in-situational support:

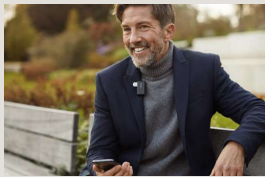
- In their favorite restaurant
- In classroom or lecture hall
- Place of worship
- Wherever the user is struggling¹

Oticon RemoteCare: An unprecedented service tool!

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Even more benefits for clients
More convenience and resources to enjoy life and utilize technology

Future of health care



This is the direction in which health care is moving, high demand

Flexibility




Solution for issues such as health, distance, travel, weather

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Potential provider benefits

Client Care

- Flexibility and convenience
- On-demand and situational support
- Increase satisfaction¹



1: Gladden, Beck & Chandler, 2015

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Potential provider benefits

Expertise

- Meet demands of modern health care consumers
- Stay on top of industry development
- Provider must start RemoteCare appointment, providing empowerment



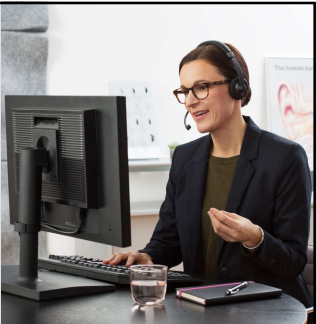
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Potential provider benefits

Business value

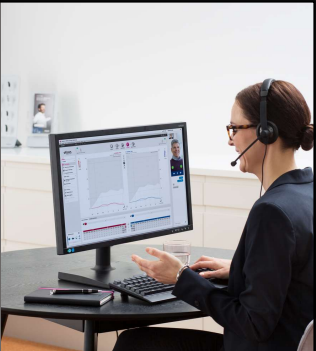
- Increased business outreach
- Competitive edge
- Work from home/remotely after hours for more flexibility

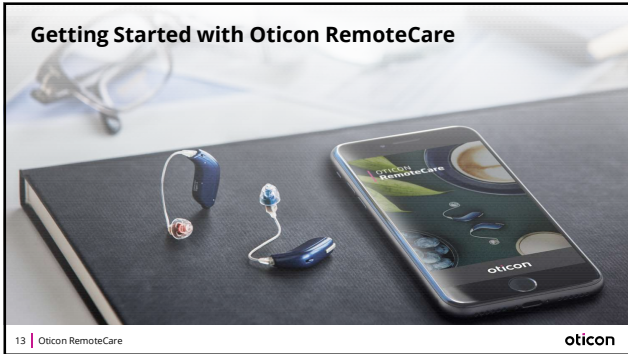


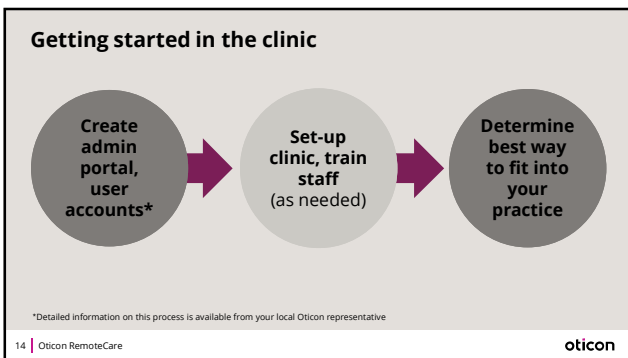
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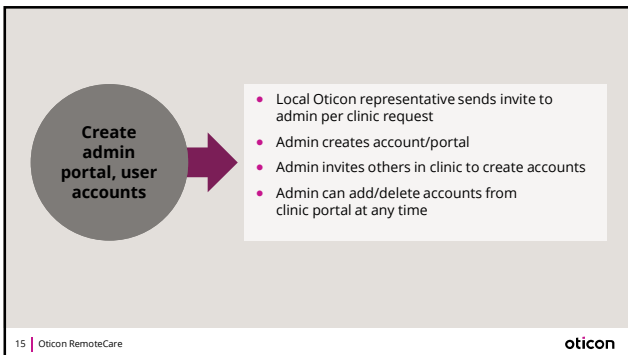
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Getting started



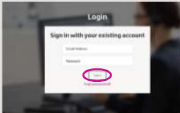

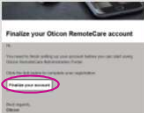







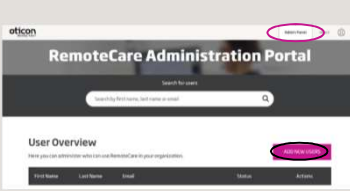
Administration Portal

- Preparation
- Create Account
- Login



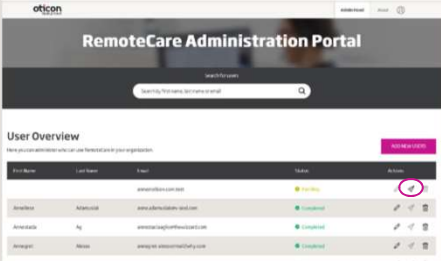
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How to Manage Employees



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How to Manage Employees



First Name	Last Name	Email	Status	Actions
Andreas	Andersson	andreas@oticon.com	Invited	 
Andreas	Andersson	andreas@oticon.com	Completed	 
Andreas	Andersson	andreas@oticon.com	Completed	 
Andreas	Andersson	andreas@oticon.com	Completed	 

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How to Remove Employees

The screenshot shows the 'RemoteCare Administration Portal' with a 'User Overview' section. A table lists users with columns for Name, Email, Status, and Actions. The 'Remove' icon (a trash can) in the Actions column for the first user is circled in red.

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Set-up clinic, train staff (as needed)

- Ensure clinical requirements met
 - Easy integration with commonly available resources
 - Complements existing tools/practices
- Select area optimal for video chatting
- Identify roles and train relevant staff members
- Consider materials needed

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Clinical requirements

Basic tech skills needed to set up hardware

Hardware

Microphone and speakers or headset

PC camera or webcam

Other system requirements

Internet with minimum speed 1/1 Mbits/s

Secure e-mail account

Designed to be easy, intuitive, and efficient

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Determine best way to fit into practice

- Where does it fit best in clinical flow?
- Points to consider for business model:
 - How to offer?
 - For all eligible users or select individuals?
 - How to bill?
 - Work from home/remote opportunity for providers?
 - After-hours special service?
 - RemoteCare blocks in the clinic schedule?

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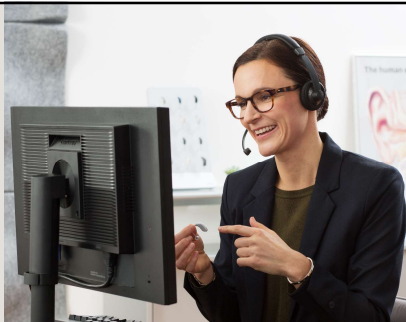
Clinician is key!

FITTING

SUPPORT

KNOWLEDGE

ACCESS



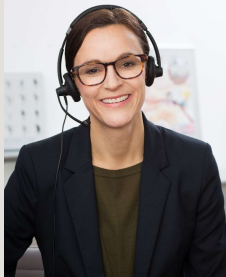
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Expectation Management

Some limitations to remember

- Intended only for adult clients
- Providers are responsible for confirming local compliance
- Support available for RemoteCare & aids, but not supporting elements (e.g., smartphones, webcams)
- Reminders or calendar services not integrated
- Some features have been disabled
- Like any app, issues can occur due to external factors

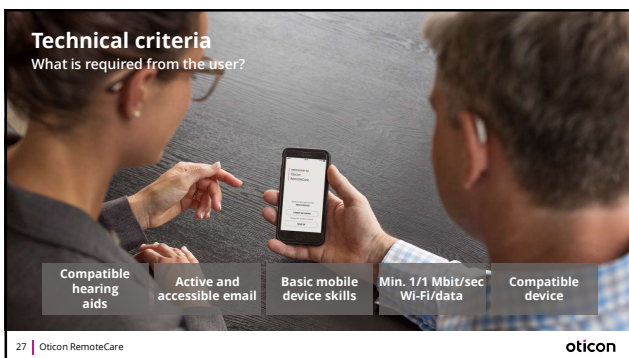


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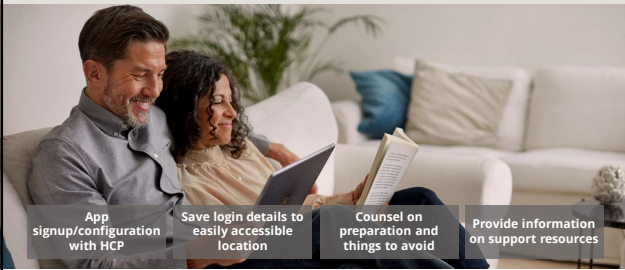
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Best practices for setting up client



App
signup/configuration
with HCP

Save login details to
easily accessible
location

Counsel on
preparation and
things to avoid

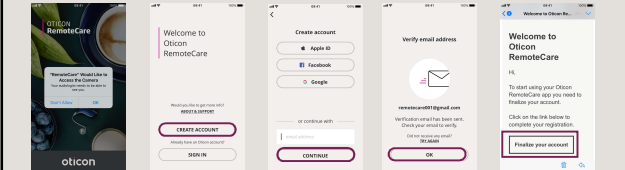
Provide information
on support resources

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Activating Oticon RemoteCare App

Initial setup - only needed once

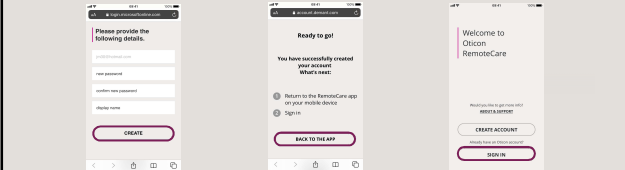


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Activating Oticon RemoteCare App

Initial setup - only needed once



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Starting a RemoteCare appointment

What to do on the day of the appointment

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Starting a RemoteCare appointment

What to do on the day of the appointment

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Starting a RemoteCare appointment

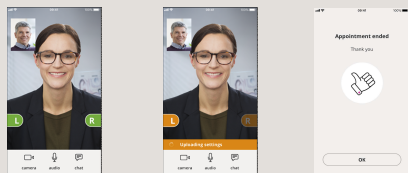
What to do on the day of the appointment continued

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Starting a RemoteCare appointment

What to do on the day of the appointment continued



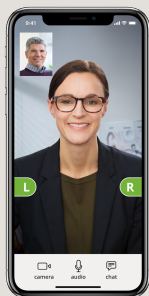
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User view

iOS and Android devices

- Similar to commonly used apps (e.g., Facetime and Skype)
- Chat function available
- Audio and camera can be disabled
- Hearing aid connection status indicated by colour:
 - Blinking green: Connecting
 - Solid green: Connected
 - Grey: Not connected
 - Blinking orange: Uploading settings
 - Red: Lost connection



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Troubleshooting

Solutions to potential issues

Unsuccessful connection

App makes suggestions, preparation checklist

Left app mid-appointment
Return to the app ASAP to resume service as before

Client receives phone call

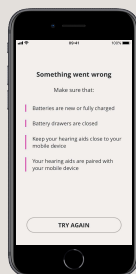
Decline call unless crucial; can resume appt after call

Dead hearing aid battery
Replace, reconnect, and continue

Lost connection

Reconnect, refer to HCP or checklist if unsuccessful

Hearing aid breaks down
Standard warranty/return policy applies



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Oticon RemoteCare App

Protects user privacy

- Compliant with Data Protection Regulation, including the General Data Protection Regulation (GDPR).
- Please read the full Privacy Notice for detailed information [here](#)

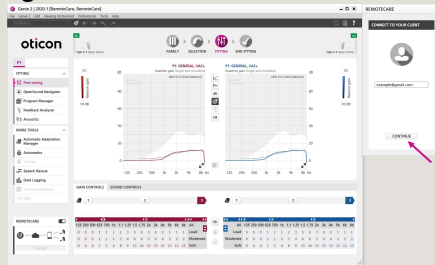
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Oticon RemoteCare in Genie 2

Launching Oticon RemoteCare in Genie 2

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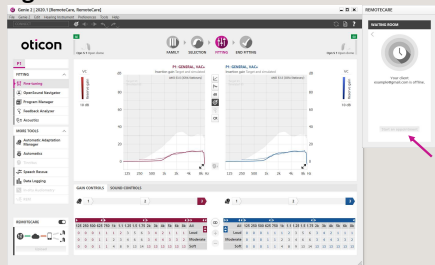
Launching Oticon RemoteCare in Genie 2



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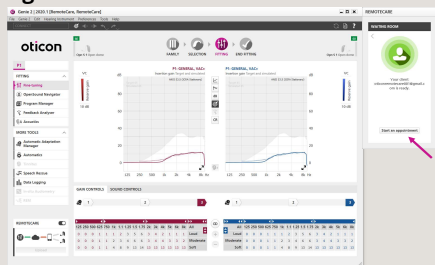
Launching Oticon RemoteCare in Genie 2



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Launching Oticon RemoteCare in Genie 2



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Oticon RemoteCare session in Genie 2

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Oticon RemoteCare session in Genie 2

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Ending the Oticon RemoteCare session

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Ending the Oticon RemoteCare session

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Ending the Oticon RemoteCare session

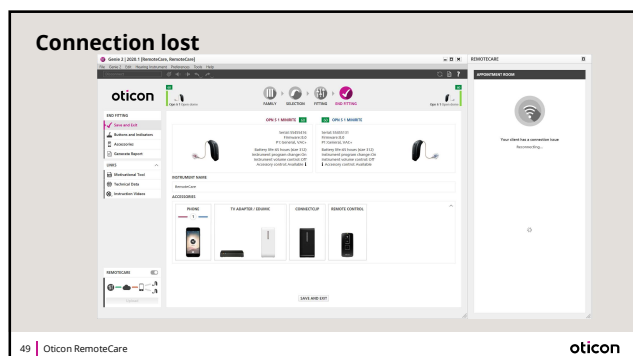
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Ending the Oticon RemoteCare session

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First Fit with Oticon RemoteCare

- Assess whether the patient is a candidate for RemoteCare
 - For patients in your database who have a valid audiogram but have yet to obtain devices
 - For existing users who are due for new devices
- Prepare the hearing aids for the patient
- Send the hearing aids to the patient
- Check the patient is set up correctly and prepared for the RemoteCare appointment
- Carry out the RemoteCare session at the date and time arranged
- Arrange a physical appointment
- End the RemoteCare session

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Assess whether the patient is a candidate for first fit with RemoteCare

Candidate Checklist

- 18 years of age or older
- Valid audiogram
- Mild to moderate hearing loss (more severe losses, up to HCP's discretion)
- No occluding wax or red flags
- Valid email address
- Access to stable internet connection
- Compatible smart device
- Mobile device competency

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Help your patient get started by holding an initial video call

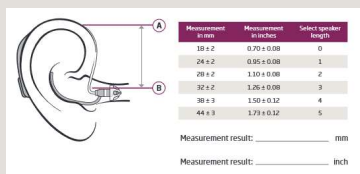
- Arrange a video call – during the call:
 - Explain how the process will work
 - Get the patient's email address
 - Review the patient's case history to ensure candidacy
 - Measure the ear for receiver/tube size

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Defining the Speaker Length for your Oticon miniRITE Hearing Instrument

- Measure the distance



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Help your patient get started by holding an initial video call (continued)

- Select the appropriate dome size
- Walk the patient through how to get ready for the Oticon RemoteCare appointment and what to expect
- Arrange a date and time for the Oticon RemoteCare appointment
- Schedule an additional earlier date for a video call to check in with the patient
- Send the following documents to your patient
 - Oticon RemoteCare App Instructions for Use – (For iPhone, iPad, and Android)
 - How to Get the Most Out of Your RemoteCare Appointment brochure
 - Support website for hearing aid users

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Help your patient get started by holding an initial video call

For existing users

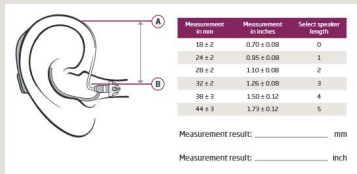
- Arrange a video call – during the call
 - Explain how the process will work
 - Get the patient's email address
 - Review the patient's case history to ensure candidacy
 - Identify the receiver/tube size

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Defining the Speaker Length for your Oticon miniRITE Hearing Instrument

- Measure the distance



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Getting started by holding an initial video call

Existing patients (continued)

- Select the appropriate dome size
- Walk the patient through how to get ready for the Oticon RemoteCare appointment and what to expect
- Suggest the patient involve a significant other or family member
- Arrange a date and time for the Oticon RemoteCare appointment
- Schedule an additional earlier date for a video call to check in with the patient
- Send the following documents to your patient
 - Oticon RemoteCare App Instructions for Use – (For iPhone, iPad, and Android)
 - How to Get the Most Out of Your RemoteCare Appointment brochure
 - Support website for hearing aid users

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Prepare the hearing aids and send to the patient

- Configure the hearing aids for the patient
- Program the hearing aids
- Save and exit Genie 2
- Send hearing aids to the patient and include what you would normally give them in the clinic

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Check the patient is set up correctly and prepared for the RemoteCare appointment

- In a video call - guide the patient through
 - Unpacking the hearing aids
 - Inserting batteries
 - Inserting hearing aids
 - Pairing the hearing aids to the smart device
- Remind the patient to follow the How to Get the Most Out of Your RemoteCare Appointment brochure
- Tell the patient to try on the hearing aids – if the domes need to be changed - www.oticon.com/support/how-to/use-and-care/replace-dome

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Carry out the Oticon RemoteCare session at the date and time arranged

- At the beginning of the appointment, ask the patient
 - If they can see/hear you clearly
 - If they reviewed the user preparation checklist
 - New or fully charged rechargeable batteries
 - Fully charged or plugged in mobile device
- We recommend you do the following:
 - Ask the patient to hold the phone up to their ear – so you can confirm proper insertion, etc.
 - If the dome needs to be changed, refer to the link mentioned earlier
 - Instruct the patient carefully on
 - Insertion and removal of the hearing aids
 - Battery handling
 - Hearing aid controls
 - Handling the hearing aids
 - Check for feedback
 - Adjust the gain
 - Counsel the patient

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Arrange a physical appointment and end the RemoteCare session

- Arrange a physical appointment
 - If this cannot be done soon, arrange another RemoteCare appointment to monitor progress
 - Ensure patient knows to contact you with any issues
- End RemoteCare session
 - Inform the patient you will end the session
 - Save and exit Genie 2

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Best practices

Check computer camera, microphone, and speakers

Position self close to the microphone (Headset recommended)

Position self so client can clearly see face and lips

Avoid activities that can affect sound quality (shuffling paper, etc)



Speak in a clear and measured tone, checking in with client regularly

Inform client HCP should end session to ensure all changes are saved

Select low traffic area with simple background (where possible)

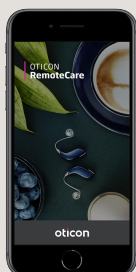
Use clinical judgement to determine if client needs to come to clinic

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Oticon RemoteCare in essence

- A tool in Oticon Genie 2 that works with Oticon RemoteCare App to provide remote follow-up appointments
- Compatible with all Oticon Bluetooth® low energy technology hearing aids
- Secure video and text chatting
- Does not replace the audiologist
- Helps clients and HCPs stay connected beyond constraints of time and resources!



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Additional Resources

- RemoteCare Flyer
- RemoteCare Administration Portal Guide
- Oticon.com - Support Page for Consumers
 - <https://www.oticon.com/support/remote-care>
- Oticon.com - Support Page for Hearing Care Professionals
 - <https://www.oticon.com/professionals/tools-and-support/remote-care>
- Contact Oticon