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Oticon RemoteCare Recorded May 14, 2020

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-- [Kelly] Hearing care professionals today face a variety of challenges on the path to providing the best hearing care for their patients. Oticon RemoteCare can provide solutions to many of these challenges. Have you ever struggled to help your patient in a specific environment? Have your patients miss their appointments? Are you looking for a way for your practice to help your patients while we are in the midst of a global healthcare crisis? None of us could ever imagine we would be where we are today. However, I'm here to show you that now, more than ever. Oticon RemoteCare can help you to help your patients today and in the future. Hello and welcome. My name is Kelly Stahl, and I'm the manager of Audiologic Knowledge for Oticon. Today I'm going to help you discover a way to stay connected with and help your patients by using Oticon RemoteCare. Before we get started, let's review the learning objectives for this course. After this course, participants will be able to discuss the reasons for and benefits of Oticon RemoteCare. They will be able to demonstrate what is needed in order to get started with Oticon RemoteCare, and they will be able to demonstrate how to use Oticon RemoteCare through the Genie 2 software and through the Oticon RemoteCare app. Oticon RemoteCare is a tool in the Oticon Genie 2 software that works with the Oticon RemoteCare app to enable hearing care professionals to provide remote follow up appointments and fine tuning to their patients with Oticon Bluetooth-enabled hearing aids in real time.

This system uses the internet and Bluetooth Low Energy technology to connect the fitting software Oticon Genie 2 to the Oticon RemoteCare app on the client's compatible device, allowing the hearing care professional to adjust the hearing aid securely and remotely in real time. The hearing care professional and client can also use the system to securely engage in high quality video chat and text messaging. Patients can connect to the hearing care professionals through the Oticon RemoteCare app from any location with Wi-Fi or use mobile data. RemoteCare followup visits are intended to be a supplement for in-clinic followup appointments and to provide ease and convenience for both you and your patient. In our current world climate and the

social distancing required it is easy to see why you would use Oticon RemoteCare. It offers a wonderful way to stay connected with your patients and continue to serve them. However, let's look at some other reasons why it is also quite appropriate. With the growing number of patients and an aging population, organizations are looking for new strategies to serve patients more efficiently by reducing healthcare cost and improving the quality of care. With the desire within the hearing care industry to offer more personalized on-demand support, patients are increasingly more involved in their own healthcare, and this trend demands participatory healthcare. In response to these changing demands, hearing care professionals are working hard to maintain strong relationships with their patients. The ability to offer holistic hearing healthcare through more personalized and in-situational support is beneficial to the patient and the hearing care professional.

The adaptation period after the first fitting can pose some challenges, and this is a major concern that can be addressed via RemoteCare. RemoteCare provides great flexibility and convenience for patients by offering them more options that better fit their life. Visits to a clinic can be a strain on time, energy, and money for the patient and their family members, especially those who need to travel great distances to visit the hearing care professional. RemoteCare can alleviate some of the strain on their personal and financial resources. Lastly, a way to set hearing care professionals apart from other professionals is to be at the cutting edge and participating in e-health initiatives. As of 2019, there were more than three billion smartphone users worldwide. This means future patients will be much more tech savvy, and healthcare industries will need to adjust accordingly. Oticon RemoteCare helps meet the demands of these future clients. Similarly, research investigating clinicians' and patients' attitudes toward e-health services has indicated an interest for both groups in using it. Simply put, Oticon RemoteCare can help hearing care professionals provide support remotely, securely, and comfortably. It can help patients when and where they need it most. For example, if they're on vacation and have a hearing aid issue that needs to be

immediately addressed, or they're experiencing injury or sickness, but still wanna keep their appointment. Perhaps they're at home or work and having difficulty scheduling an appointment due to time or transportation constraints, or in a specific challenging environment where they're struggling to hear. The Oticon RemoteCare app allows hearing care professionals and users to stay connected throughout the hearing care journey without compromising personal care. Oticon RemoteCare is a service tool to help hearing care professionals provide in-situational support for the patients. Understanding the nuances of specific environments where users struggle and converting this into effective programming changes has historically been one of the biggest challenges faced by hearing care professionals. Thanks to Oticon RemoteCare hearing care professionals can now follow users into challenging environments and make adjustments in real time, providing programming that can be further fine tuned based on situational feedback. Some specific use case scenarios for this tool can be in the user's favorite restaurant, in a classroom or lecture hall, place of worship, conference room or office, home environment, wherever the user is struggling. The possibilities are endless.

However, please note that the use of RemoteCare in various environments is subject to the technical requirements for Oticon RemoteCare being met, and being in compliance with local healthcare privacy laws and regulations. As with in-person appointments, encourage patients to include family and friends during the RemoteCare sessions. In addition to personalized and situational support, Oticon RemoteCare offers a number of other benefits. Oticon RemoteCare can offer current and future healthcare consumers the ability to utilize technology. This is the future of healthcare and an especially optimal solution for users that like to have control and be engaged in their healthcare, like to collaborate and are accustomed to online or on-demand service. Traveling to a clinic can require resources that some clients do not always have, as some clients need to travel great distances, coordinate schedules with loved ones or even take time off from work to visit the hearing care professional. RemoteCare offers

flexibility in these cases, as well as those of leisure and work travel, health issues, and inclement weather. Further more, it can also provide a great deal of flexibility for people living in remote or less developed regions with limited access to hearing healthcare or less mobile hearing aid users who needs assistance to travel. For example, if they're physically injured, they're differently abled, or perhaps that they're elderly. Now let's take a look at the potential provider benefits that Oticon RemoteCare can offer the hearing care professionals. To begin with, RemoteCare can help augment patient care as it is a great solution for hearing care professionals who hope to offer their patients more flexibility and convenience. They can also provide patients on-demand and situational support when needed in a controlled manner by allowing for intimacy and trust to be preserved during the interaction. Research shows that the use of telehealth can increase patient satisfaction with treatment, thus RemoteCare provides a potential for increased user satisfaction and convenience. In terms of expanding the scope of what a hearing care professional can offer in clinical expertise, RemoteCare offers the following benefits.

As the world around us changes, the needs of society also evolved. Advances in technology such as RemoteCare will allow patients to connect to the hearing care professional, making this a new service delivery option for those who can take advantage of it. It allows hearing care professionals to meet demands of modern healthcare consumers of today and of the future. It helps hearing care professionals to stay on top of the developing industry trend toward e-health and telehealth. And because RemoteCare system is set up to allow only the healthcare professional and not the patient to authorize the start of the RemoteCare appointment, it empowers the healthcare professional on how and when to use this tool. Finally, RemoteCare can give hearing care professionals an area of added business value. It offers the potential to increase business outreach due to the possibility to reach more clients over greater distances and in a wider range of circumstances. RemoteCare is an additional service to the roster of clinical offerings, which could potentially give clinics a competitive edge

over clinics that do not offer such a convenience. It provides an opportunity for hearing care professionals to tailor their practice based on their personal preferences and convenience by expanding the scope of clinical support they can offer to working from home or remote locations. For the hearing care professional, this could mean providing more service hours beyond the constraints of time, schedule, and distance that are more tailored to their patients' convenience, as well as their own. Oticon RemoteCare is a great way to flexibly deal with routine tasks while building your reputation for expertise and support. Let's take a look at how to get started with Oticon RemoteCare. Some key points to remember about Oticon RemoteCare are that it's compatible with iPhone, iPad and Android. And for iPhone models, it needs to be between a 5 and a 10 with the operating system minimum of 12.0. And for Android devices, it must be an operating system of 8.0 or Oreo or later. And also, the RemoteCare app can be downloaded from each of the respective app stores. RemoteCare can be used to follow up care for aids fit in the clinic after a diagnostic exam and hearing aid fitting have been previously performed.

And RemoteCare is designed to be intuitive and efficient as the app and its configuration work in a similar manner to very commonly used apps such as FaceTime and Skype, and the startup resources needed are items common already available in most clinics. The hearing care professional is key to the successful use of RemoteCare. It's a service that complements other clinical services with the hearing care professional being the key driver behind it. This means that RemoteCare is a tool that can be used by hearing care professionals to remote complement the habilitation or rehabilitation and support the process by providing patients with the flexible and convenient solution to connect with their service providers. And it increases client satisfaction, as I mentioned earlier, as evidence through current research on similar telehealth tools. Oticon RemoteCare is available with all Oticon hearing aids that are equipped with Bluetooth Low Energy technology, regardless of technology level or price point within these product families. Please note, however, that Oticon open

hearing aids must have firmware 6.0 or later to be compatible with RemoteCare. A simple flow of three steps is followed in order to get a clinic equipped to use Oticon RemoteCare. First, reach out to Oticon to be invited to the Oticon RemoteCare Administration Portal. Be sure to have the email address of the group administrator who will be in charge of managing your business's RemoteCare Administration Portal ready. This email address will become the username for your group's portal. The clinic will then receive an invitation from Oticon in order to create an administrator portal for their particular clinic, from which provider accounts can be issued. The clinic must then get set up to meet the technical requirements to successfully run RemoteCare, and then train staff to conduct RemoteCare appointments or perform related administrative duties as needed. Finally, the clinic should decide how and where RemoteCare fits into their practice.

As I said previously, in order to receive an invitation to create an administration portal, the clinical administrator must request an invite from their local Oticon representative. They must provide the email address and the password they would like to have associated with the portal. The clinical administrator will then receive a link via email to verify the provided email address. They would click on the link and follow the steps to create an account and portal. The clinical administrator can now invite others in the clinic to create RemoteCare accounts. Please note that it is recommended all providers have their own individual accounts as RemoteCare does not work with simultaneous logins with the same account. In case of a log in from the same account on the different device, the solution will close the previously running session and continue from the new device. The admin can delete and add accounts from the clinical portal at any time. Detailed information on how to create the Oticon RemoteCare Administration Portal for a given clinic and other providers will be provided. In the next few slides, I will show you how to sign up for the administrative portal and manage employees within the portal. After you've contacted your local Oticon representative to be invited to the Oticon RemoteCare Administration Portal, an email will be sent to the address you

provided. Go to your email inbox and open the invitation email from Oticon. Click the Finalize My Account button in the email. Enter your name and surname, create a password, and click Create. To log in, sign in using your email and password. Click Sign In. If you forget your password, you can reset it by clicking the Forgot Your Password button. Read through the privacy statement if applicable. Click Accept. You are now signed up and logged in. To add a new employee, go to the administration portal. Have the email address for your employee ready. Click the Add New Users button and add one or more users. Enter email address or addresses. And if you want to add multiple users, separate the email addresses with a semicolon or a comma. Adjust the personal message if applicable. Click Send. Your employees will be invited to finalize their RemoteCare account. Once the employee is added, you can file the status of the employee in the user overview. When your employee has finalized the account, the employee can log into RemoteCare in Genie 2. If the invitation is expired or the employee has not accepted the invitation, you can resend the invitation by clicking the Send icon shown on the slide.

If your employees forget their password, they can reset it by clicking the Forgot Password button at the login screen in Genie 2. To remove employees, find the employee in the user overview. You can search for the employee by first name, last name, or email using the search field. Click on the Remove icon and Accept to remove the user. Once the administrator portal and provider accounts have been created, the next step is for the hearing care professionals to set up their clinic for proper Oticon RemoteCare execution. They must first ensure all clinical requirements are met. The RemoteCare was made to be easily integrate into most audiological clinical set ups with minimal resource investment and in a way that complements existing tools and practices. This means that clinicians can get started with RemoteCare with resources already commonly found in audiology clinics, such as an audio visually enabled PC, Wi-Fi or internet, and Genie 2. It is recommended that a designated area within the clinic be set up for RemoteCare appointments. Select an area that is optimal for video chatting.

Considerations for this should include, it should be an area with low foot traffic to ensure privacy and minimize disruptions. The provider should be visible to the user without a non-distracting background, for example, a plain wall, rather than in front of a window. And select a quiet location that ensures there are minimal audible distractions. Identify roles within staff regarding which providers will offer RemoteCare services while also considering how support staff, such as front desk staff, hearing aid technicians, assistants, et cetera, can provide and support RemoteCare sessions in a way that works best for that clinic. Then the clinic should proceed to train relevant staff members as necessary. Each clinic should consider what materials will be needed to promote RemoteCare as a service, educate patients on the benefits it can bring to their hearing care journey, and how to counsel them on RemoteCare once they are in the clinic.

For example, some clinics may find it useful to show the RemoteCare promotional video on their social media or send mailers to interested patients to generate interest and enthusiasm regarding this new remote solution. Other considerations may include updates to in-house materials, such as intake forms, to help assess the interest and feasibility of RemoteCare services for individual patients, which can ultimately help streamline their counseling process. Also, marketing positioning can be done to determine if a given clinic is the one or one of few in the local area that offer remote services which could then be used as a selling point in marketing materials. To ensure all technical clinical requirements are met, clinics must have the following. Microphone and speakers or headset to use for corresponding in real time with the client, a PC equipped with a built-in camera or an attached webcam to enable video chatting with the patient, internet speed with a minimum of one to megabytes per second, and a secure email account that can be used to create and log in into provider's RemoteCare accounts. A big part of getting started with RemoteCare is determining the best way to fit RemoteCare into a given clinic's business model. Since each clinic, its demographics, provider preferences, and systems are different. It's crucial to take time

to determine the ways to maximally utilize this tool. Some critical, clinical, and commercial considerations include that it's important to evaluate at which point in the clinical flow it would make most sense in a given practice to offer RemoteCare. For example, a clinic may determine to make a standard discussion to share the benefits of RemoteCare at the first fitting of their hearing aids. Others are gonna maybe use it as an as-needed basis. Some business model considerations are how should your clinic position RemoteCare as a service. Should it be offered as a premium service or standard offering? Is it part of a bundle package or offered as a pay per use service? Is RemoteCare for all eligible users or just for select ones? What makes most sense in terms of billing type and amount for RemoteCare services considering the time and resource investment needed for successful implementation in your clinic? Could RemoteCare provide a work from home remote opportunity for providers? Could it be utilized as an after hour special service with a premium service charge offering for potential more revenue? For example, outside the standard business hours or during a selected window of time on weekends and holidays.

And will you offer dedicated RemoteCare blocks in the clinic schedule? Each of these and many others need to be considered when implementing RemoteCare into your practice. At Oticon, we believe the hearing care professional is essential in the hearing aid fitting process. While RemoteCare is a solution at the forefront of current audiological technology that is designed to offer the possibility of convenience, it does not replace the healthcare professional. In fact, the hearing care professional is key in the successful implementation of this solution. The reasons for this are because a fitting performed by a hearing care professional is a crucial first step in the RemoteCare flow. While RemoteCare is designed to be a focused and intuitive solution, ultimately, this is still an electronic system that requires a human to deliver support. The solution alone cannot provide the emotional support needed by a client who may be going through a difficult time with their hearing loss, nor can it provide the care needed to a user the same way a human hearing care professional can. Likewise,

the adjustments made via RemoteCare are driven by whoever is controlling Genie 2. Thus the hearing care professional is crucial in taking feedback from users regarding their hearing aids, and use their knowledge and experience to convert that into fine tuning adjustments. Because the RemoteCare system is set up to allow only the hearing care professional, and not the client, to authorize the start of the RemoteCare appointment, it gives them further empowerment on how and when the tool can be used. Oticon RemoteCare is a clinical offering meant to offer value and convenience on the hearing healthcare journey to all involved. Still there are some expectation management points to keep in mind both for the hearing care professional and their patients. Oticon RemoteCare is intended for use with adult patients. At this time, Oticon RemoteCare is not intended for pediatric use. Individual hearing care providers are responsible for confirming that use is in compliance with local laws and regulations regarding e-health in their specific region.

Please note, important disclaimer that hearing care professionals are responsible for obtaining any licenses required to use RemoteCare within their region. Oticon does not take any responsibility for this. Currently, the hearing care professional must be licensed in the state in which the patient is located. Oticon support is available for Oticon RemoteCare and Oticon hearing aids, but not supporting elements such as smartphones, PCs, internet service, webcams, et cetera. Please contact the manufacturers of these items for support if technical issues are experienced. RemoteCare does not offer reminders or calendar services. We recommend that hearing care professionals communicate with the clients the same way they communicate on a normal basis. For example, if they currently use a phone call system as an appointment reminder service, they should continue to do so even in the cases of RemoteCare appointments. If a client does not show up online for their appointment, the hearing care professional should try to call the user to check that reason is not due to trouble using RemoteCare. Once this has been ruled out, you could your standard office procedures for no-shows. Some features have been disabled to preserve

audiological integrity such as feedback management, and others are disabled due to technical limitations, such as firmware updaters. If all technical requirements are met, normal use is expected. However, like any app or software, performance issues can occur based on external conditions. The Oticon RemoteCare app will be used by the patient to connect with their hearing care professional. Let's take a look at the app. There are no stringent candidacy criteria for the successful use of the Oticon RemoteCare app. However, it is important to remember that some clients may not have the technical capability, skills, or tools that would make a successful RemoteCare session. Other clients with more complex clinical profiles are clients who need higher level of support may always require traditional in-person meeting with the hearing care professional. Furthermore, RemoteCare is currently only intended for use with the adult population. Finally, some clients simply may not find a RemoteCare session satisfying. It is therefore an important part of the hearing care professional's decision-making process and empowerment to screen clients accordingly when offering RemoteCare as a service.

This is a checklist of criteria that a client or their spouse, relative, or caregiver must meet in order to use the Oticon RemoteCare app. The user must have Oticon hearing aids that are RemoteCare-compatible. This includes Oticon hearing aids that contain Bluetooth Low Energy technology with firmware 6.0 or later. They must have an active email address that is accessible on their smartphone or tablet. They must have the following basic mobile skills for their smartphone or tablet, able to send or receive emails, able to connect to the Wi-Fi, able to use applications, and able to connect their hearing aids to their device via Bluetooth. Finally, the user must also have access to Wi-Fi or data with the minimum bandwidth of one to one megabits per second. The following are some best practices for the user to help get the most out of their Oticon RemoteCare session. It is recommended that hearing care professional review these points with the patient in the clinic. It is strongly recommended that the hearing care professional does the Oticon RemoteCare app downloading and configuration together

with the user in the clinic to reduce any confusion and ensure a smooth set up process. It is strongly recommended that the hearing care professional documents the email address associated with the client's Oticon RemoteCare app, so they can easily access this information when they need it to connect to the client during RemoteCare appointment, and also have the client write down their own RemoteCare login credentials to a secure but easily accessible location. Counsel the user on the importance of going through the preparation checklist on the day of the RemoteCare appointment to ensure all the conditions have been met for a successful session. The preparation checklist also contains important information on what the user should avoid during the session, such as switching to data from Wi-Fi to prevent any disruptions. Provide the user information on available supporting services, such as the RemoteCare app support website and the IFU. We will now go through the steps of downloading the Oticon RemoteCare app and creating a new login account. It is recommended that the hearing care professionals try this flow themselves before introducing it to the users.

Please note that the first step of this process is to pair the hearing instruments to the RemoteCare compatible device, and then download Oticon RemoteCare app from the Apple Store or Google Play Store just like any other app is downloaded. Once the app has been downloaded, the following steps are needed to create the Oticon RemoteCare account. It is strongly recommended that the hearing care professional does this together with the user in the clinic to reduce any confusion and ensure a smooth setup process. The first time the app is launched, the user will need to click OK when prompted with RemoteCare would like to access the camera. The user must also click OK if prompted with such a request for microphone and location use if applicable. Note that users with existing Oticon on-app credentials can log in using those details. Next, a screen will appear with two options at the bottom, Sign In and Create Account. Select Create Account. Please note that the Oticon RemoteCare app accounts can be created using email or through the user's Apple ID, Facebook, or Google account. For

the purposes of this presentation, we will use email. Enter the client's email address that is accessible on their smart phone, and then click Continue. The screen will not change to verify email address. It's strongly recommended that the audiologist should immediately note down the email address associated with the client's Oticon RemoteCare app, so they can easily access this information when they need to connect to the client during a RemoteCare session. Note that in the case the email is not received or other issues occur, another verification email can be requested by clicking Try Again. Go to the email account provided and open the email sent by the RemoteCare system, which will be indicated by the sender, welcome to Oticon RemoteCare. This email will contain a verification link to securely activate RemoteCare. Click Finalize Your Account.

Once the link has been verified, the user can now create a password and a display name they will use for logging in to the Oticon RemoteCare app. Confirm the password by entering it again in the second field. Then click Create. Please note that while the app will remember the login information for the user up to 90 days after login, it is recommended the user save their login credentials to an easily accessible location to prevent later inconvenience or confusion. From here, the client's account has been officially created, and they can click back to the app to continue to sign in. They will be taken back to the main screen where they can now click Sign In and begin using Oticon RemoteCare app with their newly created credentials. The next steps we'll go through how an Oticon RemoteCare appointment should take place from the client's perspective. Please note that on the day of the appointment, the user should go through the preparation checklist to ensure all the conditions have been met for successful session. This includes ensuring the hearing aids are paired to their device using full batteries, either new or freshly charged, and making sure their phone is plugged into a power source or has at least 50% battery capacity. Refer to the preparation checklist for a full list of requirements and recommendations to ensure a successful session. To begin a RemoteCare appointment, the user should launch the

app, click Sign In, enter their credentials, and then click Sign In again. A link called My Appointment will appear, which they will click to proceed. First time users will be taken to a screen where they must accept the Oticon privacy notice by clicking Agree at the bottom of the screen. Once they do this, the appointment can begin. Next, they will be given a reminder regarding using new batteries or using fully charged batteries if using rechargeable hearing aids, and must click I Understand. Next, the client screen will appear, indicating that the hearing aids are automatically connecting to the Oticon RemoteCare app. Should any issues arise, the app has a built-in troubleshooting screen containing suggestions as to what can be done to proceed. Otherwise, once the hearing aids are connected, the left and right indicators for the hearing aids will turn from gray to green, and the user clicks Start Appointment. The user now enters the virtual waiting room.

Once users are in the virtual waiting room. They will see a screen indicating that their audiologist needs to join the session. Once the hearing care professional joins a session, the user screen on the app will change to the user view. From here, the RemoteCare appointment is now ready to take place. When adjustments are sent to the user's hearing aids, the left and right indicators for the hearing aids will turn from green to blinking orange, and the screen will say uploading settings. Once this process is complete, the left and right indicators for the hearing aids will turn back to green, and the screen will say completed. Finally, once the hearing care professional has ended the session, the user screen will then change from the appointment screen to the exit screen with a message appointment ended. Here they can click OK to be returned to the splash screen of the Oticon RemoteCare app. Here we see the user screen once they have connected with their hearing care professional in the Oticon RemoteCare app. It will look the same for both iOS and Android devices with slight deviations due to device screen size. Some highlights to note. The main screen has been screen designed similarly to commonly used video chatting apps such as FaceTime and Skype. The user see their provider in the large screen, and they also see

themselves in the smaller video screen up in the left hand corner. A secure chat function is available on a menu at the bottom of the app screen. This can be used in cases when needed, such as when the user can't hear their hearing care professional or vice versa, or if they would like to tell the provider something they do not wish to say aloud. The bottom menu also contains icons such as disable or enable the audio and camera. Though the user connected the hearing aids to the app earlier in the login flow, once they are in the session with their hearing care professional, their hearing care professional must now connect the hearing aids to Genie. The connection status to Genie 2 is indicated by color. Blinking green means connecting. Solid green means it's connected. Gray means it's not connected. Blinking orange means it's uploading the settings, and red means it's lost its connection. Here are some troubleshooting solutions to common issues that may occur when the user using Oticon RemoteCare app.

On successful connection, the app contains about built-in screen with suggestions on what can be done if the hearing aids do not successfully connect to the app. Clients can also refer to the preparation checklist to ensure they do not miss any crucial setup steps that could be causing issues. If the hearing aid still do not connect, contact your hearing care professional. If the user leaves the appointment mid-appointment, the app will remain in the background, but will not be active. This means the hearing care professional will no longer be able to see the client and the RemoteCare panel screen in Genie 2 will display to them as if there is a connection issue. User should promptly return to the app to resume service as before. When the Oticon RemoteCare app is being used, the call feature of a given device will not be deactivated. So clients can still receive calls even if they are in a RemoteCare session. It is recommended that the user decline the phone call during the RemoteCare appointment. However, if it is a crucial call to be answered, they should answer it as normal. The hearing care professional will not be able to hear the conversation. When the call ends, the user should return to the RemoteCare session as soon as possible so the appointment can continue as usual. A

dead battery can lead to a loss of connection of the hearing aids from the device and/or from Genie 2. Replace the batteries, reconnect and continue as normal. To avoid this, it is recommended that hearing care professionals counsel users to start with fresh batteries or fully charged rechargeable batteries. Since a dead battery can compromise the completion of the session if the user is not able to use fresh batteries or charge their hearing instruments, the hearing care professional should not proceed and reschedule the appointment. The same troubleshooting screen will appear with suggestions on how to reestablish the connection if it is lost during the session. If the connection is still not reestablished after referring to the list and the preparation checklist, the user should call their hearing care professional using normal phone service for further support. If the hearing aid breaks down, the standard warranty and return policy for a hearing aid applies. At Oticon AS, we respect and protect the privacy of our users, and we are dedicated to being as transparent as possible regarding the user of personal data, thus we have taken measures to ensure that Oticon RemoteCare is in compliance with data protection regulation, including the general data protection regulation.

Please read the full privacy notice on the Oticon RemoteCare. This privacy notice explains how we collect and user personal data. In this privacy notice, we, us, and our mean Oticon AS. We may change this privacy notice from time to time, so please check back when using our services to keep up to date with the most recent versions. Now we will go into the flow of the Oticon RemoteCare system from the hearing care professional side. Once a provider is in Genie 2, they can toggle on the Oticon RemoteCare on the left slide of the screen. This will prompt a login dialog box to appear. Enter the email address and password for the healthcare professional's RemoteCare account and check in the box to populate the dialog window and click sign in. If the hearing care professional has never activated RemoteCare in the Genie 2 software, it can be enabled by clicking on the Preferences in the upper left corner of the screen. Then click Edit Preferences. In the customized software section, click on

the RemoteCare tab. Place a check in the box and click OK. the toggle switch will then appear in the bottom left-hand corner of the screen. Once the hearing care professional clicks the RemoteCare toggle button. The Oticon RemoteCare communicator window will appear on the right-hand side of the screen. To connect to the patient, enter the patient email that was used when the patient signed up for RemoteCare. Click Continue. Keep in mind, if this is the first time the patient is being seen via RemoteCare, then you must enter their email address. However, on subsequent visits, the email address will automatically populate. If a client has not signed in on the RemoteCare app and is not yet in the virtual waiting room, the Oticon RemoteCare window in Genie 2 will be grayed out and will say your client is offline, and will remain this way until the client logs in to the virtual waiting room. Once the client has successfully logged in, the icon in the waiting room will turn green, indicating that the patient is ready to start the appointment.

The hearing care professional then clicks on Start An Appointment to remotely meet the patient. If you look at the bottom-left corner of the screen in the RemoteCare status panel, you will see symbols that show Genie 2 is connected to the cloud, but not connected any further. We will continue this connection path in a moment. This is how Genie will appear once the hearing care professional is logged into the RemoteCare system and connected to their patient. Note that the patient appears in the larger section of the screen, and the hearing care professional appears in the smaller screen in the top-left corner. As with the RemoteCare app, the buttons to disable and enable the microphone, and camera, and the chat function are at the bottom of the RemoteCare communicator panel. From here, click Connect to connect the patient's hearing aids to Genie 2. This will prompt the hearing aid's status lights to turn blinking green. They will then become solid green once the hearing aids are connected. Once the hearing aids are connected, again, note the hearing care professional's RemoteCare status panel on the bottom-left side of the Genie 2 screen. Here the system displays the connection status of all the elements in RemoteCare, including the

connection status of the hearing aids. So Genie 2 is connected to the cloud, which is connected to the RemoteCare app, which in turn is connected to the hearing aids. This is also where the hearing care professional needs to hit upload regularly to send along any updates made to the patient's hearing aids. It is recommended to click upload after every change made to ensure the client receives the changes in real time and to act as a safeguard in the event of a sudden loss connection. Another reason to update after every change is because if you make several changes and upload the settings and the patient does not like it, then you will not know which of those several changes they didn't like. So what I like to tell folks is update early and often. When the hearing care professional is using RemoteCare, it is important to remember that some features are disabled. They include feedback manager, real ear measurements, tinnitus, in-situ audiometry, acoustics, and firmware updater.

Barring any technical issues, the hearing care professional should be the one to end the session by performing the following steps, and then closing down Genie 2. To end the session, the first thing the hearing care professional must do is upload any changes made to the hearing aids from the Oticon RemoteCare session by upload in the RemoteCare panel on the left side of the screen. When you do this, the left and right hearing indicators on the client screen will temporarily blink orange to indicate that upload is in process, and will prompt the hearing aids to save the most recent adjustments. The hearing care professional should then click disconnect to disconnect the patient's hearing aids from Genie 2. Then the hearing care professional is clear to close Genie 2. This is done by clicking End Fitting and then Save and Exit. From here, they close Genie 2 like they normally would. If there are any uploaded changes and the hearing care professional hits Disconnect, Genie 2 will prompt a dialog box asking whether they are sure they want to disconnect and if they would like to save their changes as it will discard the unuploaded changes otherwise. If the hearing care professional and client wish to continue talking after the hearing aids have been disconnected, they can do so after disconnecting the hearing aids, but before going to

the end fitting and clicking save and exit as this will terminate the session. Hence, if the hearing care professional wants to continue talking with the client after the fitting, they must keep the Genie 2 session open. Therefore, be sure to remind your patient that you will end the RemoteCare session and that they should not close the app until they see appointment ended screen. Also important to note is that when the hearing aids are disconnected, not only are the settings saved in the hearing aids, but they are also automatically restarted and the user will hear the startup jingle. If the connection is lost, the following outcomes may occur. The video displaying the user will go blank or freeze. If the hearing aids are disconnected, the hearing aid status indicators will turn gray or indicate they are trying to reconnect.

The Oticon RemoteCare communicator window will change to indicate the user is having connection issues, but that the last uploaded settings have been saved to their hearing aids as seen on the slide. If a connection loss is experienced prior to the save and exit step, all uploaded settings until the point of disconnection will be saved in the hearing instruments. If connection is lost temporarily due to issues such as weak internet or dead battery from the client's side, it is expected that the connection will be restored as soon as the issue is resolved. If the connection lost does not resolve itself, the hearing care professional should call the client to check in and assist if any troubleshooting is needed. They can also restart Genie 2 if they suspect the issue is from their end. In our current situation, many healthcare providers have been forced to serve their patients remotely, even when a face-to-face encounter is normally the most appropriate way to provide care. To help you in these unusual times, the following slides will walk you through how to initiate and then fine tune the hearing aids during a first fit with Oticon RemoteCare. If you look at the slide, you will see a series of steps. You will assess whether the patient is a candidate for RemoteCare. Help your patient get started patient get started by holding an initial video call. 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

appointment at the date and time arranged, arrange a physical appointment and end the RemoteCare session. We will now go through each of these in more detail. The following candidate checklist will assist you in assessing whether the patient is a candidate for a first fit with RemoteCare. The patient must be 18 years of age or older. They must have a valid audiogram on record. Mild to moderate hearing loss. No occluding red flags or wax, such as fluctuating hearing loss, sudden hearing loss, sudden onset of tinnitus, or sudden onset of vertigo, a symmetrical hearing loss, middle ear pathologies, or fullness. Basically use your clinical judgment to assess if a patient is a good candidate to be seen with RemoteCare. They must have valid email address, access to stable internet connection with a minimum bandwidth of a one to one megabit per second, and have a compatible smart device and mobile device competency as discussed earlier. You can help your patient get started by holding an initial video call. Arrange a video call using a video call service currently permitted for telehealth in your region.

During the call, explain to the patient how the process will work. Get the patient's email address and remember to check that the email address is the same one the patient will use to log in to the Oticon RemoteCare app. Review the patient's case history to ensure candidacy for their hearing instruments and for RemoteCare. If you have not already done so, measure for the receiver tube and size by asking the patient to hold a ruler up to their ear and making it visible to you in the video call or by sending as a photograph. It may be helpful to involve a significant other or family member to assist if possible. To determine the speaker length, measure the distance between the two points as shown. Measure the distance from A, the underside of your glasses frame or rest a piece of paper horizontally on top of your ear as indicated by line A to line B the top third of your ear canal as indicated by line B. After you've determined the proper speaker size, select the appropriate dome size. If you're unsure, use the video camera to assess the appropriate size with respect to safety and comfort. Walk the patient through how to get ready for the Oticon RemoteCare appointment and what to expect.

Inform the patient that you will send some information to them with this process. Inform the patient that it may be useful to involve a significant other or family member to assist if possible. 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 and guide them through unpacking, putting the batteries in, putting the hearing aids on, and pairing the hearing aids to the smart device. This is to ensure everything is set up for the RemoteCare appointment. Send the following documents to the patient to help this process. The Oticon RemoteCare app instructions for use, how to get the most out of your Oticon RemoteCare appointment brochure, and the website for hearing aid users. Keep in mind if you do not have an audiogram, but the patient has Oticon RemoteCare and compatible Oticon hearing aids, then use the RemoteCare to transfer the settings in audiogram from the patient's current hearing aids into Genie 2. Next you will prepare the hearing aids and send them to the patient. To do this, configure the hearing aids for the patient. Attach the correct speaker and dome size you previously selected. Include alternative sizes of domes when sending the hearing aids to the patients, should adjustments be necessary. Program the instruments using the appropriate acoustic settings and based on the latest valid audiogram. Save and exit Genie 2.

Take care to include what you would normally give the patient in the clinic, such as batteries, IFU, alternative dome sizes, and any other accessories you think may be required. To ensure the patient is set up correctly and prepared for the RemoteCare appointment, schedule another video call. During the call ensure everything is set up for your Oticon RemoteCare appointment. Remind the patient to follow the How to Get the Most Out of Your RemoteCare Appointment brochure prior to the appointment. Tell the patient to try on the hearing aids, and if they need to change the dome, direct them to the website on the slide. Now it's time to carry out the RemoteCare session at the date and time arranged. At the beginning of the appointment, ask the patient if they can see and hear you clearly. Be sure that they have reviewed the user preparation

checklist. Absolutely confirm that they have new or fully charged batteries in their hearing aids. I know that's asked in the app as they log in, but it's still very important to confirm that information. Be sure that their phone is fully charged or at least plugged in. And we also recommend that you ask the patient to hold the phone up to their ear so that you can check for the physical fit of the receiver tube and the domes or ear molds. And as always, you're gonna instruct your patient on the usual things, insertion or removal of hearing aids, the batteries, hearing aid controls, that type of thing. You also will wanna check for feedback both by monitoring the gain risk indicator in the fitting software and by listening, and ask the patient to move their hand to and from the ear to check if feedback is triggered. But keep in mind, it's not possible to use the feedback manager during a RemoteCare session, and you should consider reducing the high frequency gain in the short-term, but if it's a persistent problem, it could indicate excessive wax or something else, and you may need to see that person face-to-face. Finally, adjust the gain according to the patient's needs, and then counsel as you would normally do so. After all the adjustments are made and you've finished counseling, arrange a physical appointment, and this is to ensure the patient is still using the hearing aids correctly, and to fine tune their hearing aids and make adjustments to them.

If this can't be done soon enough, you can arrange another RemoteCare appointment to monitor the patient's progress and follow up with the physical appointment when you can get that done. Ensure that the patient understands that they should actually contact you if they have any issues. And finally, you're gonna end the RemoteCare session. And it's important that you inform the patient that you will be the one to end and disconnect the session in order to make sure that all the necessary changes that've been made uploaded and saved. And then finally, you will save an exit Genie 2. There are certain best practices hearing care professionals should keep in mind to maximize their Oticon RemoteCare sessions with their patients. At the start of the appointment, they should check that the computer camera, microphone and speakers

are working. Position themselves close to the microphone to achieve the best sound quality. Using a headset is recommended to make the best sound quality. Position themselves in front of the camera, so the client can clearly see their face and lips. Try not to shuffle or fiddle with paper during the session, as this can affect the sound quality negatively. They should speak in a clear and measured time, checking in with the client regularly to make sure there are no issues with the connection or audio. At the start of the session, the hearing care professional should inform the patient that the healthcare professional should be the only one to end the session in order to assure all changes are saved and sent to the hearing aids. They should select a low-traffic area with a simple background where possible. And provider should ultimately use their clinical judgment to determine if the client needs to come into the clinic to address their issue, such as for cerumen, feedback test, or firmware update.

Before we end our session today, let's review some key takeaways about Oticon RemoteCare. It is a tool in Oticon Genie 2 that works with the Oticon RemoteCare app to enable hearing care professionals to provide remote follow up appointments and fine tuning of their patients wearing Oticon Bluetooth Low Energy enabled hearing devices in real time. The hearing care professional and patient can also use the assistant to securely engage in high quality video chat and text messaging. RemoteCare is intended to provide ease and convenience for both the hearing care professionals and their patients, but cannot replace in-clinic diagnostics or actual interaction or counseling by the HCP. It ultimately helps patients and hearing care professionals stay connected beyond the constraints of time and resources. Of course we have additional resources to help you get started with RemoteCare. Attached to this course are two documents, the RemoteCare Flyer and the RemoteCare Administration Portal Guide. Oticon.com has a treasure of great resources for you and your patients. Last and certainly not least, feel free to contact us at Oticon. We are here to assist you. I hope you are as excited about RemoteCare as we are. As I said at the beginning of the session, it is a wonderful way for you to be able to stay in touch with

your patients and to help them in this challenging global climate. Oticon's RemoteCare is another life-changing technology that you can use to bridge the distance between you and your patients. I want to thank you for your time and attention. It has been my infinite pleasure and privilege to spend this time with you. Please stay safe and healthy, and be kind to one another, and have a wonderful day.

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