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.
Oticon RemoteCare App

An overview

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 2019
- Clients and clinicians interested in eHealth


Oticon RemoteCare App

In a nutshell

Provide support remotely, securely, and comfortably
Help clients when and where they need it most
- Vacation
- Injury/sickness
- At home/work when scheduling or transportation is difficult
- Specific challenging environments
Stay connected throughout the hearing care journey - without compromising personal care!
Oticon RemoteCare: An unprecedented service tool!

Provide in-situational support:
- In their favorite restaurant
- In classroom or lecture hall
- Place of worship
- Wherever the user is struggling

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

Potential provider benefits
Client Care
- Flexibility and convenience
- On-demand and situational support
- Increase satisfaction

1: Gladden, Beck, & Chandler, 2015
Potential provider benefits

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

Business value
- Increased business outreach
- Competitive edge
- Work from home/remote after hours for more flexibility

Getting started
Getting Started with Oticon RemoteCare

Getting started in the clinic

- Create admin portal, user accounts*  
- Set-up clinic, train staff (as needed)  
- Determine best way to fit into your practice

*Detailed information on this process is available from your local Oticon representative

- Local Oticon representative sends invite to admin per clinic request  
- Admin creates account/portal  
- Admin invites others in clinic to create accounts  
- Admin can add/delete accounts from clinic portal at any time
How to Remove Employees

How to Remove Employees

Oticon RemoteCare

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

Oticon RemoteCare

Clinical requirements
Basic tech skills needed to set up hardware

- Designed to be easy, intuitive, and efficient

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Other system requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microphone and speakers or headset</td>
<td>Internet with minimum speed 1/1 Mbps/s</td>
</tr>
<tr>
<td>PC camera or webcam</td>
<td>Secure email account</td>
</tr>
</tbody>
</table>
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?

Clinician is key!

- FITTING
- SUPPORT
- KNOWLEDGE
- ACCESS

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
Oticon RemoteCare App

Who is a candidate for Oticon RemoteCare App?

Any adult who meets the technical criteria!

Technical criteria
What is required from the user?

- Compatible hearing aids
- Active and accessible email
- Basic mobile device skills
- Min. 1/1 Mbit/sec Wi-Fi/data
- Compatible device
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

Activating Oticon RemoteCare App
Initial setup – only needed once

- Welcome to Oticon RemoteCare
- Enter your login credentials
- Set up notifications
- Explore support resources

Activating Oticon RemoteCare App
Initial setup – only needed once

- Welcome to Oticon RemoteCare
- Enter your login credentials
- Set up notifications
- Explore support resources
Starting a RemoteCare appointment
What to do on the day of the appointment

Starting a RemoteCare appointment
What to do on the day of the appointment continued

Starting a RemoteCare appointment
What to do on the day of the appointment

Starting a RemoteCare appointment
What to do on the day of the appointment continued
Starting a RemoteCare appointment
What to do on the day of the appointment continued

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

Troubleshooting
Solutions to potential issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsuccessful connection</td>
<td>App makes suggestions, preparation checklist</td>
</tr>
<tr>
<td>Client receives phone call</td>
<td>Decline call unless crucial; can resume app after call</td>
</tr>
<tr>
<td>Lost connection</td>
<td>Reconnect, refer to HCP or checklist if unsuccessful</td>
</tr>
<tr>
<td>Left app mid-appointment</td>
<td>Return to the app ASAP to resume service as before</td>
</tr>
<tr>
<td>Dead hearing aid battery</td>
<td>Replace, reconnect, and continue</td>
</tr>
<tr>
<td>Hearing aid breaks down</td>
<td>Standard warranty/return policy applies</td>
</tr>
</tbody>
</table>
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.

Oticon RemoteCare
in Genie 2

Launching Oticon RemoteCare in Genie 2
Launching Oticon RemoteCare in Genie 2

[Image of Oticon RemoteCare interface]

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Launching Oticon RemoteCare in Genie 2

[Image of Oticon RemoteCare interface]
First Fit with Oticon RemoteCare

- Assess whether the patient is a candidate for RemoteCare
- Help your patient get started by holding an initial video call:
  - 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

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
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

Defining the Speaker Length for your Oticon miniRITE Hearing Instrument

+ Measure the distance

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
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

Defining the Speaker Length for your Oticon miniRITE Hearing Instrument

- Measure the distance

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
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

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

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
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

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 (white preferred)
- Use clinical judgement to determine if client needs to come to clinic

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!
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
- Contact Oticon

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Oticon RemoteCare

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