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Introducing Beltone Remote Care Live/Live Assistance

Recorded Apr 9, 2020

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AudiologyOnline.com Course #34861

Partner: Beltone

- [Laura] Hello, everyone, I'm Dr. Laura Schachtel, the Product Training Development Manager for Beltone. I'm gonna start this session off, just a little bit differently by starting off with a movie so hopefully you guys can hear this and enjoy the movie.

- [Narrator] Beltone Remote Care Live, offers the same inconvenience as the original remote care feature that allows for added personalization and connection with a live call option. The session is initiated by the Hearing Care Professional which allows the HCP to drive the process, rather than putting the burden on the patient. The power of this tool is in its simplicity. The Hearing Care Professional simply clicks a button, within Solus Max to start the call. Once the patient accepts the call, it will look very similar to FaceTime calls that many patients are already familiar with. While on the call, the HCP can adjust the hearing instruments, remotely from Solus Max.

- [Laura] So we at Beltone know that having a strong relationship with your patients is an important part of being an HCP and we believe you should stay right beside your patients through their journey to better hearing. To support this we are excited to launch our newest telehealth feature Remote Care Live or Remote Fine-Tuning Video Call. Just like the video showed, with this new video call feature, you can continue caring for your patients face to face without actually being face to face. Or have fear that you're going to lose that relationship that you've built with them or that your patient might think that you are now being replaced by technology. Or they're just sending settings off to like a call center and they're not really connecting with you. So this new feature allows you to continue to personalize the care that we know that you provide to each of your patients. So during this webinar, I'm going to walk through the steps needed to call a patient using this feature and then the steps that your patient needs to take to answer your call. Since we've launched this feature, about two three weeks now, I have a few slides at the end of some best practices, some troubleshooting type of scenarios that you may encounter and how to work around that. So before we begin, I just wanna point out on the two things that you can see on

your screen. There is a questions pod so as I go through the presentation, if there are questions that you think of, please feel free to type those in the box, though I probably will not get around to answering any of the questions until the end of this webinar. And then the next thing you see is the handout. So there's three of them for this session. One is just the PDF of the slides that I will be reviewing today. So you can have those as kind of a takeaway. There is also an HCP Remote Care Live handout which for you is just a few steps on how to activate and what you need to do initially to have this feature for your patients. And then there is a patient Remote Care Live handout for you to be familiar with but also, we encourage you to email this out to your patients as like an instruction manual or directions on what your patient will be seeing and what they might need to do ahead of that appointment time. So it is 100% okay to send the patient handout to your actual patients.

So let's go on with our learning outcomes. So after this course hopefully all of you will be able to explain the steps needed to use Remote Care Live both from your perspective and the patient's perspective. You'll be able to explain how Remote Care Live works, kind of like a quick elevator pitch, if you will. And then the system requirements for the smart device permissions for using this function and then also any other requirements as far as what you would need on your end. And then lastly, be able to explain the benefits not only for you but also for your patients, using a Remote Care Live video appointment. So we know the use of telehealth has been increasing significantly, over the years. In 2018, approximately 7 million people used telehealth and this is up from about 350,000 in 2013. Telehealth use is growing at a faster rate than what was originally predicted and this growth is expected to continue far into the future. And most patients are in favor of adding telehealth options into their healthcare practice. So 86% of people surveyed say that they see value in using telehealth options. And this doesn't just apply to younger patients. 60% of patients aged 65 or older reported that they are willing to manage their chronic health conditions, using remote services. And we all live in a busy world and so time is something very precious to all of us. So convenience is also something that patients value. Because of this, it

makes sense that 70% of patients surveyed, would actually prefer doing a remote visit, rather than having to take the extra time to travel into your office. Although it's important to increase access to care for patients, it's equally important to make sure that we are maintaining a high level of patient care. Several studies have been conducted to look at the impact of including telehealth options as part of patient care for a wide range of different chronic health conditions. These studies, including ones done, within the hearing care field show no negative impact, on patient outcomes when telehealth options were used as part of the treatment plan. Another finding showed that for follow up appointments, patients reported that their issues were resolved equally well with a remote appointment as compared to coming in the office for a visit. Studies also show that patients give high satisfaction ratings for remote appointments and find the technology easy to use. This includes studies conducted, specifically on our remote care feature and we are very excited to expand our remote service offerings to include an even more convenient method of getting your patients the quality of care Beltone is known for.

And just for some peace of mind tele-audiology as implemented by Beltone Remote Care and Beltone Remote Care Live is fully compliant with all existing HIPAA regulations. And in fact, we're even more strict because we go by the European Guideline which has a lot more regulatory guidelines, than just HIPAA here in the US. Also tele-audiology continues to be governed by state law but it is legal in all 50 states. Many states have set their own laws and regulations governing telehealth and tele-audiology and each state approaches it differently. Most states do allow tele-audiology across state lines. The national trend is to recognize telehealth as an important element of modern patient care which is expected to continue to be reflected in state laws. So please consult your local regulations and resources to understand what is allowed in your state. Beltone Remote Care is Beltone's tele health solution for adjusting Beltone hearing aids. In addition to hearing aid software updates which keep all Beltone hearing aids up to date and Beltone remote fine-tuning, the text based telehealth option, Beltone is proud to also offer the most complete remote fine-tuning, option on

the market, Remote Care Live which in the fitting software and in the app it's called Live Assistance. Remote Care Live allows for face to face, realtime fine-tuning through a video call. Let's just quickly review the three parts of a remote care tele-audiology feature. So first, we have our software updates or hearing aid software updates that allow patients to keep their hearing aids up to date through Beltone's free HearMax app. This allows your patients to keep their hearing aid settings current at their convenience without needing to travel into your office. Beltone's remote care remote fine-tuning feature, allows your patient the ability to request hearing aid programming changes at any time through the HearMax app. Your patient fills out a questionnaire and some additional information in the HearMax app. You will be notified of the request and will be able to make adjustments and send the new settings back to your patient. Your patient is notified that new settings are available for download and installation.

A right ear settings feature allows the patient to send feedback regarding the fitting. Though we have heard that not every patient gives feedback and it sometimes is difficult to know that your patients rated the sound and whether the changes you sent them, are actually beneficial. This option of remote care is predominantly driven by the patient. So that brings us to Remote Care Live which is a face to face video call with your patient for realtime hearing aid adjustments and it really is an appointment. So it's something that has to be scheduled so at that scheduled time, you the Hearing Care Professional, initiates this video call, from Beltone Solus Max fitting software. Your patient accepts this call which is received through Beltone's HearMax app, then you connect to your patient's hearing aids. You can see them, you can talk to them, you can find out what their issues are. You connect to the hearing aids, you make whatever programming changes are needed, you save everything to the hearing aids. Again, you can get instant feedback 'cause you're in a conversation, save everything, disconnect the hearing aids and end the call with your patient. And at the end of the call, your patient has those adjustments saved, into their hearing aid and they're able to go on about their day as they would without having to then hop in a car and drive away from your office. This is solely driven by you the HCP. Patients have no ability to start a

Remote Care Live appointment from their end, so only you have the control here. So just some reminders here that access to Beltone Remote Care Live, requires an active GN Online Services account which most of you should already have. Remote Care Live will be visible in Beltone Solus Max, after the feature is enabled for each dispenser number by us. So some of you have already had this feature activated for your dispenser number. Some of you have not yet so we're kind of rolling this out, few dispenser numbers at a time. So just be on the lookout for this to be activated if you don't see this yet. Remote Care Live must be activated in the fitting software for Live Assistance to function and I'll show you how to do that in just a moment. Just like with Remote Care fine-tuning, the initial fitting of the hearing aids must be completed in the office and then the patient will have access to Live Assistance for remote adjustments.

And that also means that initial fitting that the patient consent form has to be signed live. Meaning that the hearing aids have to be in close proximity to the Noahlink Wireless and the fitting software and you. The patient consent form cannot be signed through a Remote Care fine-tuning appointment at all. So that has to be done in person. And again, the Remote Care Live video call, can only be initiated by you. The patients have no ability to do this on their end. So what devices or what hearing aids have this ability? So any hearing aid that has wireless ability that you can program within Solus Max has the ability to do a Remote Care Live appointment call. So that includes all of our Amaze products, all of our Boost Ultra products that we launched last month, all of the Trust products and all of the Boost Max products. Again, as long as they have wireless. What you need is to be using Solus Max 1.6 and if you haven't downloaded that version yet, please go to Beltone Community and do that. On the patient side, they need to have the HearMax app installed on their phone or Apple device. And it needs to be the most updated version which right now is 1.7. As you can see, this feature currently is only available for Apple products and it's Apple products that are running iOS 12 or newer. So iOS 12 can be installed on iPhone 5s and then phones and whatever iPads associated with the 5s going forward. We also recommend that during a Remote Care Live appointment, your patient be connected to wifi or that

they know that their data plan is unlimited. We just wanna make sure that they don't go over their data plan and then have to pay fees and penalties because they were using this feature with us. So please just let them know to be on wifi or have that unlimited data plan. So before you can actually start an appointment with the patient you need to set this feature up in the fitting software. So I'm going to show you how to do this for an existing patient who had already consented to remote care. And then I'm gonna show you for a brand new patient who has never had hearing aids with us how to set them up. So for a patient, again, who has already consented to remote care, we're just now activating this additional feature of remote care for them. You just need to make sure that first off as always, that you've logged into your GN Online Services account and then you're going to toggle in the fitting software under the patient you want to patient and then remote care. And then you're going to notice that there is now a toggle button here that's labeled Live Assistance.

And right now it's in the off position and because it is in the off position, when I look at the sidebar, under the Remote Care Live area now, there's this giant grayed out button that says Start Live Assistance. And that's grayed out meaning not available to me because the feature is turned off. So all I, the HCP needs to do is toggle the feature on and now that Start Live Assistance button is blue. This feature has been unlocked for the patient so once their HearMax app realizes that I have unlocked this feature for them and they can go through some of the permissions on their end which I'll show you in just a moment. You can then call them, schedule an appointment and then just click that button at their appointment time to start your Remote Care Live appointment. For a patient who has maybe just purchased hearing aids so this is a brand new fitting you have to do the first fitting live in-office. So again, log into your GN Online Services account. Again, the Live Assistance toggle, will be in the off position. So you need to toggle it on because this is the first fitting and that patient consent form has not been signed yet. That is why we do not see Remote Care Live or that button here on the sidebar. You will then run through your initial fitting protocol, whatever that is, you will click on Save. And as the saving process starts, that patient consent form will

populate. Explain what that is to the patient, have them agree to the consenting, everything saves into the devices. And then if you close out of the fitting software and then come back in, you will then see that blue Start Live Assistance button in the sidebar. And this is again just to remind you that that first fitting has to be done in-office so it has to say in the timeline in-office And Connected in-Office, otherwise you cannot do or have access to this feature. So questions have come up about what about a patient who I've already fit but I never turned remote care on for them. So they've never signed that consent form. Again, you're going to have to see them live in-person or at least see their hearing aids live in-person so that you can connect everything together.

So your fitting software, your Noahlink Wireless and the hearing aids need to be pretty close to each other. Again, the patient has to somehow agree to you that they're consenting to having this cloud feature activated. You can do all of that in the fitting software, save it, hearing aids can go back to the patient and then you can go ahead and make a Remote Care Live call. So as long as that consent form is signed with the hearing aids physically with you, you can go ahead and have that turned on for patients that you didn't originally. But you cannot sign the consent form through a remote fine-tuning reach out or remote fine-tuning requests, you cannot do that. So on the patient end, there is a little bit of setup for them to do as well so that their app and that they know what to expect when you do reach out and call them at their appointment time. So on the patient side, and as I said, you turning the switch on, it does take a little bit of time for the app to realize that this feature was unlocked. So if you're activating it in the fitting software and then immediately calling your patient, the call may not go through because on the patient side, things haven't updated or resynced to the server just yet. So if you're gonna try this right away in your office, you might have to be patient with it. But your patient will see under the My Beltone tab, in their HearMax app, this new line item called Live Assistance. And right now it's flagged for me because it's saying, "Hey, there's some permissions you need to walk through." Depending on how quickly things populate in the app for your patient, they may never

see this flagged because the permissions will just populate right away. So the first thing is that it says, "Hey, there's this new feature called Live Assistance. "Would you like to turn the permissions on for this?" So if this pre-populated for your patient a few weeks ago and they didn't know what this was, they might have said no. Because they're like, "What is this? "I wasn't told by my HCP yet." Which is fine, so if they had clicked on No, so they clicked on No or not yet, that's fine. Now you can call them and say, "Go to your My Beltone tab, "click on the Live Assistance "and now say yes to all the permissions "that are coming through." So we want our patients to say yes, the first permission is for us or for the HearMax app to use their microphone. So again, we need that permission so they should be clicking, yes. And the second permission is for the HearMax app to use their camera. This is also that we can see and hear our patients throughout this call.

So again, they need to click on okay or yes. These slides and the next few slides are part of that patient Remote Care Live handout. So this is why I'm saying it might be handy to actually send this or email this to the patient so they can see what it is you might be referring to. If your patient said yes but then said no to allowing the microphone or allowing the camera or whatever it is, that's not a problem and they can go back and turn those on. And there's two ways that they can do that. The first way in their Apple device is to go to settings and then scroll all the way down to where that long list of apps is located. And they need to find the HearMax app. Once they click on that, it then brings up all the permissions that have been allowed or not allowed for the app. And you notice here that the microphone and camera permissions are turned off. So all the patient needs to do is toggle those two switches on and now the app has permission to use their microphone and camera. I recommend that before the appointment, so maybe as you or your PCC is scheduling a Remote Care Live appointment with your patient that they say, it would be a good idea that maybe 15 minutes before your appointment time, you go into your app, you click on My Beltone, you click on Live Assistance and you run through this checklist in the app to make sure that you have everything set up on your end so that your appointment call can go

smoothly. So just like a physician where they want you to come in a few minutes early to fill out paperwork, I would strongly encourage you to get in the habit of as you schedule these appointments to tell the patient to check in with the app a few minutes beforehand to make sure that they've hit all of the requirements. So the six requirements are pretty easy, pretty common. One, make sure the hearing aids are connected to the app. Okay, well, they're wearing their hearing aids and you've helped them pair the hearing aids to their phone and through the app, then that should be fine as long as everything is on. Make sure that there's enough power in the hearing aids so I would say at least 50% charge. Again, make sure there's enough power in the phone so again, 50%. Make sure that there is internet or cellular service being provided to the Apple device and again, that the patient has approved permissions for us to use their microphone and camera. And if the patient sees all these green checkmarks, then there is nothing more that they can do on their end. They have done everything so that their appointment call can happen smoothly.

But if for some reason they do run into some red Xs, they need to resolve those issues, before their appointment time or their appointment call will not happen 'cause you will get error messages in the fitting software and through the app. So this one is just saying that the hearing aids aren't connected. That is because honestly, I purposely did this, I turned my phone to airplane mode. So I no longer had any service and my hearing aids weren't connected 'cause I also turn Bluetooth off. So once I turned my Bluetooth and got out of airplane mode, I then got all my green checks. So I said there was two ways that a patient could go back and turn on the permissions for their camera and microphone. The second way is that these two boxes, are actually clickable. So if this had the red X, the patient could click on this box and then it will take them back to this screen right here. So instead of the patient having to search through all of their apps and there could be hundreds, they could just click on that button from the HearMax app and it brings them back to the permissions page for what the HearMax app is allowed and again, they would just toggle those on. So they have two ways. One way is through our app, one way is through settings on the Apple

device. The other thing that I need to point out and this is not part of the handout. Through our testing, we have realized that there is one of the audio routings that will not work. So again, this is something you'll need to tell your patients ahead of time. So to get to this page, to the audio routing, on iOS 12, it's Settings, General, Accessibility and on iOS 13, it's Settings, Accessibility. And once you get to the accessibility menu, you'll scroll down to find Hearing Devices and then once you're on this page, you'll click on the audio routing. And there's two options here. There's the Call Audio and the Media Audio and we only care about the call audio. And what we found through testing is that the call audio cannot be set to Always Hearing Devices. If your patient has switched it or you have switched it for your patient so that the call routing is set to Always Hearing Devices, the Remote Care Live appointment call will not happen. And the reason is, is that when it's set to Always Hearing Devices, your hearing aids on that cellphone or that Apple device, are holding hands really tightly which is great for what the patient wants. But for us to do a Remote Care Live appointment call, I need at some point in time when I'm connecting the hearing aids to my fitting software for the hearing aids to hold hands with my Noahlink Wireless.

But if they're being told to only hold hands with the phone, I have a problem. So the patient and you need to make sure that the call audio routing is set to either Never Hearing Devices or Automatic. So either of those two are fine, it just cannot be Always Hearing Devices. So, it sounds like a lot to set up and it's not but we just wanna make sure that if we set up everything correctly, then the appointment call will go smoothly. So step one of the appointment call is that you call the patient really. But before you can call the patient, you have to have some audio and video equipment accessible to you so your patient can see you. So depending on what you use, I have a laptop. I know some of you have a desktop so if you do not have a built-in web camera, into your computer, you're going to have to get an external web camera. And then I also recommend a headset. Again, laptops have internal audio devices but a headset is just easier to use 'cause there is some privacy. So if you're in the office, the PCC or other patients cannot hear this patient and the conversation. And also the audio of just using

my laptop isn't the greatest and since we're dealing with the hearing impaired population, let's try to get a headset with some decent audio for them to actually hear what we're doing during their appointment. So these are, you need some sort, you might have to go out and get these but you absolutely have to have your Noahlink Wireless connected to your computer because we are live connecting and programming and the only way to do that is with our Noahlink Wireless. I also just wanna mention here that if you have any testing equipment. So you do computer based testing or you do real ear, that equipment needs to be unplugged from your computer and you need to make sure that on your computer that your audio is not pointing to that test equipments sound card that it is pointing to your headset. Otherwise you will have some issues hearing your patient. So again, testing equipment like real ear equipment or the audiometer equipment has to be unplugged, the Noahlink Wireless has to be plugged in.

So all you're going to do is at the agreed upon appointment time, find the patient in your list of clients in Noah and then click on that last save session and then it will launch you into the fitting screen. Again, remember to log into your GN Online Services account. If you just get in the habit of doing that first thing in the morning, you will stay logged in for 12 hours I believe. So for your whole day at the office, you should be logged in so you only have to do it once so make sure you're logged in. And then in the sidebar you will see that the Start Live Assistance button is in blue because I've activated the feature for the patient and all I need to do is click the button to then start the call process for my patient. But because at the moment I took the screen grab, I had a few options for the audio. The fitting software is asking me which audio device you want to use for this appointment? So I selected by headsets. You'll notice for the video devices, I'm using my internal webcam. If I had another camera plugged in, it would then list that as an option and it would say which one do you want to use. So if you are on a laptop and you're going to use the integrated video and camera, then you will not see this message window. And that is okay. You will only see this if there are options and the software isn't sure which one you want. So once you make your

selection, you will click on okay. And at this moment in time, your patient's cell phone is ringing. So what does it look like when the call is going to the patient? It depends on the status of their phone. So if their phone is on the lockscreen, they'll have to swipe to answer the call. And I just want to point out because I was testing this, so I was the HCP and the patient. That the reason why my name, is coming across on the screen is because that is my name associated with my GN Online Service account. So the patient will see that their HCP is calling them and that they're calling them through the HearMax app video call. So if you use other type of web calls, it says that the person from your caller ID is calling through that app. So that's what this means. So please make sure that in your GN Online Services account, it really is your name or what your patient is used to calling you so that they will answer the call and not think it's like a telemarketer.

So from the lockscreen, they swipe to answer. If they have it securely locked, they'll have to enter their password or their fingerprint or use facial recognition. If their phone is unlocked, they will just click accept to answer the call. And then what I have noticed through testing is when my phone is in the locked position, I usually land on this page. When my phone is unlocked, I usually automatically get to being dumped into the HearMax app and I'll show you what that looks like in just a moment. But should your patient land on this slide or on this screen, the HearMax app is going to push a notification about every five seconds for the patient to click here to progress into the HearMax app. If your patient when they install the app, said no to app notifications, that is fine. They don't have to turn those on, they can just click the HearMax app icon here. And once they do that, they will be launched into this screen. And this is the screen, I've noticed that when my phone is unlocked, I seem to get here right away. So this is what the patient is seeing and so it's just connecting the app to the fitting software. This is just real quick what it looks like if your patient for whatever reason, doesn't have their camera turned on or available. Eventually, they will connect and so just like a FaceTime call, this would be you the HCP and this is the patient here. And this is what the patient will be seeing and again, if the patient had turned off their video

feed, you won't see them, they won't see you. But this is what it looks like on there end, they see this little blank box where they used to be. So that was just the connecting part. So we turned everything on the software, we called our patient and now step three is really the appointment. So I'm going to be able to now see and talk to my patient, have a conversation about what adjustments they need, then connect to the hearing aids, make those adjustments, get live feedback from the patient because I am live programming. So they can tell me if my adjustments actually helped or not enough or good or whatever it is. Once I know that my patient is satisfied with the changes, I will save the sessions, disconnect the hearing aids, say my goodbyes and then end the call.

So step three really is the appointment. So once you finally connect into the fitting software, you will see your patient up here. And again, if this was an actual live video, they would be talking and waving and you could hear them. But the fitting software populates this message window and it says, okay, so now I've connected to your patient through the app, do you actually want to connect to their hearing aids or do you wanna just continue the fitting software, in simulation mode? So reasons why you might want to click simulate is because the notes in your cycle said that the patient is making this appointment because they tried to pair their myPAL to their hearing aids but they're not sure what buttons to press. Or some weird light turns on and they're not sure what it is and they just want to show you. So I would click simulate, I'm connected, I can see everything my patient shows me with their phone. So all the patient would have to do is point their phone towards the myPAL and talk to their phone and say, "Is this the right button I should be pressing?" Or, "Why is this light on?" Right, so I can say, "Okay, I see you, "you can put your face back up." Okay, so that button does this. Or if the patient is worried that they're not getting sound into their hearing aid, they could hold the receiver of the hearing aid up to their phone and you might be able to tell that it's plugged with wax or that it's not. So there are still limitations. You still might have to actually physically have the hearing in your hand to do some troubleshooting. But in simulation mode, you can kind of see what your

patient is seeing and help them in different ways. But if this was because the patient wanted more gain or they wanted another program, you would go ahead and click on Connect. And notice in the sidebar that nothing is connected yet, okay? So I am not connected to the hearing aids and at this point in time, if my patient had their call routing set to automatic, the HCP voice would be going and streaming through their hearing aids. During the connection process, the hearing aids do mute and unmute and eventually your voice will be coming out of the phone speaker because the hearing aids are now connected to the Noahlink. So just let your patient know ahead of time that if they have their call routing to automatic that your voice will stop coming out of the hearing aids and will be coming out of the phone. If your patient has that pointing to never hearing devices, then your voice for this whole appointment time, will be coming out of the speakerphone or the phone speakers. So just want to let you know that.

So as you click on connect, it will find the hearing aids and this process should look exactly as it does as if your patient were in the office right next to you. It'll find the patient's hearing aids, you'll click on connect and it runs through its connection process. And eventually you got the screen where it says everything matched, we are all connected. You'll click on continue. And notice how now in the sidebar, everything is lit up, meaning we are now fully connected to the hearing aids. So I was using rechargeable devices so it shows my battery levels as well. But if you were using a product that is not rechargeable so let's say an Amaze custom product or a Trust product, you won't see the battery notification but you will see that the connection icons are green and active. So those are the two icons right here that you really should be looking at to make sure you really are fully connected. And then once you are, you will click on continue and then you are launched into the fitting screen. And so here is where you can do, just about anything your patient is asking you to do as far as making an adjustment. Because again, I am connected to the hearing aids so certain things that you couldn't do in simulation, you can now do because we're not simulating, we are live and connected. So make your changes, get feedback from your patient, that

the changes are what they wanted or are enough of a change for them. On my last call, someone suggested that if the patient is having difficulty, in a certain environment that maybe they schedule their appointment, while they're in that environment. So as you are making the changes, they will know pretty much right away, yes or no that it helps. 'Cause I know a lot of times a patient will come in, "Laura, I'm not hearing really well in this environment." I make the changes, I think are going to help but I don't know until the patient goes out and back into that environment. And then they have to call or either come back to tell me yes or no that helped. But if we're doing a remote call and the patient is already in that environment, I can give them a few minutes to walk around and listen to what's going on in that difficult environment to let me know right away, yes or no those changes helped.

So this can kinda save a lot of time here. So once you've done everything that you need to do, you've gotten that verbal feedback from your patient that this is good, this is what they wanted. Just like when they're in the office, you would then go ahead and save the session. So you just click on save. This is the long list of available features that you can now adjust because you are live connected to the hearing aids. So you can now calibrate the MSG curve, if you hadn't done that already. You could should you choose to mail your patient receivers or mail them a different dome. Again, in that simulation mode, you could watch to make sure they put the dome on correctly or walk them through how to change the receivers. And then you can reconfigure the receiver or change the physical properties 'cause you are now connected to the hearing aids and then rerun your MSG calibration. So there's a lot more that you can do here because you are live connected to the hearing aids and not running this through simulation. This is the much shorter list of things that you cannot do while in a Remote Care Live call. And so most of them the reasons being like Express Fit, changing the hearing instruments and restoring the hearing instruments are because that requires a first fit. And a first fit has to be done live in-person so you can't do that remotely. The AutoREM and the test device, those need other pieces of equipment. So it needs a real ear equipment, it needs a test box and because that would have to be with the patient

and they don't have that and that equipment can't be plugged into your computer, you can't run that. Firmware updates or the hearing aid software updates, we already talked about. Because they're available through the HearMax app, the patient doesn't have to schedule an appointment to do that, they can do that at their convenience. So no need to have that here. And that's kinda similar to why we cannot pair accessories either. Because they can easily be paired out of the software. You can easily direct your patients on a regular phone call, how to pair to their accessories. And then the last thing is the Tinnitus Breaker Pro and right now it's just a couple of obstacles that we are dealing with the FDA and once we got approval for the changes we are making and the FDA gives us the okay, we will then be able to make Tinnitus Breaker Pro changes remotely. So this is only until we got approval from the FDA.

So this is kind of a temporary, on the unavailable feature list. The other two features, the sound player or those media files and the hearing loss simulator, they're available, you can click on them but there's really no point because any of the audio from those two would be playing through your headset, the patient isn't going to hear that. And then also the hearing loss simulator there is a visual where the patient can see what the sound looks like played normally and what the sound looks like played through their hearing loss. But they can't see that because that's on your computer screen. So unless you have another camera pointing back at your screen, somehow there's no way they can see this. So there's really no point in even trying with those features. So where we left off in the fitting software, I had clicked on save and just like you would see if you in the office, you're going to run through your saving. So the settings are gonna save to the database to the hearing instruments and then up to the cloud. Now it looks like it happened one, two, three on that because I timed it that way. But when you are actually doing this with a patient, the connecting to their hearing aids and saving to their hearing aids actually takes probably, I would say twice as long as it would if they were in the office with you. So to save to the hearing aids, it really takes a good minute. So just be aware of that, let your patient know that so they don't think something went wrong while it's saving. And once you get your green checks that

everything happened or saved well, and you knew your patient was happy with everything, you can go ahead and disconnect their hearing aids from the fitting software. But while everything is saving on your screen, the patient is also getting notified that their hearing aids are saving. And just like when you're live connected in office with your patient, as you save, their hearing aid microphones will mute and unmute. So you might wanna let them know to be on the lookout for that as well. So as it's saving, your patient gets a progress bar with a percentage at the bottom of their screen. You might wanna just get into the habit as it's saving and it's the saving to the hearing instruments that really takes a long time. And that's really what the progress bar is that the patient is seeing, you might wanna ask them, "What percent is it at now?" "Okay, that's good. "Okay, so it's just gonna take a little bit longer now. "Now what percentage is it at?"

Just so that you know how quickly it goes and once the save is successful, the patient will see that green checkmark that the save was complete at the bottom of their screen. I have noticed while I run the test side by side that I get the green checkmark, on the patient side of things. As in the fitting software, it's still saving up to the cloud. So if your patient accidentally hangs up the call, the save didn't actually fully happen yet and you're gonna have to call them back and make all those adjustments again, reminding them not to accidentally hang up on you and then fully save everything. So just letting you know that once it says complete, it's only complete to the hearing aids. It's not fully complete as an all of the saving. So again, back into the fitting software, I had saved successfully, I clicked on disconnect the hearing aids. And again, let the patient know that as you're disconnecting, your voice will start to stream back into their hearing aids, if they're on automatic audio call routing. So a guide once I've disconnected to the hearing aids, I get this message window and it's going to ask me whether I want to connect to the hearing aids or simulate. Because my fitting software is essentially, all grayed out here, I can't do anything, until I select one of the options. So at this point in time, if everything is good and you're just about to end your appointment, just click on continue that message window will go away. But I want to

point out that we are now disconnected from the hearing aids fully. So you cannot make any changes unless you go ahead and connect again. So you can say your farewells to the patient and then you will hang up or end the call. And then what the patient sees on their end is that the session was successful, everything is great, they are no longer connected to you, they cannot hear you. They can close the screen in their HearMax app, then they're just left into their HearMax app, they can close that and go on about their day. Their appointment was over and hopefully everything they wanted to accomplish had been accomplished. Now there are some controls that you and the patient have. So let's review what those are and the controls are the same. So if you remember from that previous slide when we were saving. At the bottom there were these exact same controls, on the patient's end. So what this is, is that, here we go.

The first one is a chat feature. So if the patient wanted to chat with you because maybe without the call streaming to their hearing aids, they cannot really hear you well because of their degree of loss. You can chat with them along this process. You can also mute your microphone. So if you have to sneeze or your PCC walks in and you need a moment, let the patient know ahead of time that you're gonna turn your microphone off, do whatever you need to do and then turn it back on. You can also turn off your camera. So again, you need to run out of the room for a minute or someone is walking in that you don't want the patient to see. Just let them know you're turning off the camera for a moment. And then that last red button as we went over is the end call button so that hangs up the call. Now you'll notice that again, this is the view from the fitting software. I can now see that there's this little camera with a red line through it and notice that I now not really seeing my patient and I have this header that says the patient video is off. And that's because the patient turned or clicked this button on their app and now I can't see them. So you just need to tell the patient, "Hey, I think you accidentally turned your camera off, "can you please turn it back on? "I can't see you." You might also at time see up in the little window here, a slash through the microphone. And I think as you've guessed, that means that the patient has turned

their microphone off. And again, you can see in the window that it says the patient audio is off. And remember, this isn't just a picture of your patient, it's actually realtime video. So you'll probably see their mouse moving, you're just not hearing them and you can see in multiple places that they turn that microphone off. You just need to tell them to turn it back on. This is what it looks like if the patient has reached out to you with a chat, so you get a little flag indicator. And if you initiate the chat or respond to the chat on the patient side, their little chat icon, I believe it illuminates like blue. It kinda glows blue to let them know that, hey, there is a chat message here. So when you click on this, it expands down into that sidebar and you can see that your patient said hello. And then you have the ability to write back and when you do that, then you can see your whole conversation flowing here.

On the patient side of it in their app, this is what the patient wrote, this is what you wrote and again, they're able to write back. So when they click on the chat icon, it launches them into this new screen. When they wanna go back to looking at your face, all they have to do is click this little caret and it will send them back into seeing you. And if they need to continue chatting, they'll just click their chat icon and then there'll be brought back to this page. There's one extra control that you have in the fitting software and it might be hard to see. But right here, there's this, tiny little square up in the corner. And when I hovered over it, it says undock or unlock controls. And what that does, is it can pop out your patient, from the sidebar, so you can see them better. This might be really beneficial if you have one of those patients that that chat feature is something they really need because they can't hear you well. Otherwise, you can now have the chat feature right here, kind of running down the screen versus having to scroll down the sidebar as that chat gets longer. And then when you're done with seeing your patient like this or you're connecting to the hearing aids and you really just wanna see the fitting software, you just click on either the X or the minimize and it will take your patient and pop them back into the sidebar. So that's just another control that you have in the fitting software. And then I just wanna point out that if you were to look back at your timeline, it does say Live Assistance 'cause that's what we had. It

was a Remote Care Live Assistance call. It does say, though, that they were connected because you were connected to the hearing aids, you just weren't really in the office but you were connected live to the hearing devices. So it says Live Assistance Connected in-Office but if it wasn't real in-office appointment, it would say in-office here at the front. And then this Remote Care Live is in addition to the remote fine-tuning, so we didn't take something away. So if during your appointment, you told a patient that you're going to send them settings, you can do that by expanding that live assistant session and then clicking on the action button here to then start a remote fine-tuning session. Or the patient can send you a remote fine-tuning request and you can answer that back through simulation like you've been doing before. So now there's kind of two ways to help your patient. So now I'm gonna talk about some of the best practices and like how to hopefully not see any of these error messages that I'm gonna run through.

So again, hopefully this doesn't happen to you because you've set the appointment up as best as you can. So you, the HCP should get in the habit of disconnecting the hearing aids, from the fitting software first and then ending the call. 'Cause if you just end the call right away, there's a little bit of confusion as to what the hearing aid should be connected to and it can cause some issues where the patient needs to do some steps to get their hearing aids to be working while with the app again. So it's just best to disconnect and then end the call. And speaking of the call, again, only you can initiate the call but you should also set the expectation that only you should be ending the call so that you're book ending the appointment. And then lastly, let the patient know maybe at the beginning of the appointment, that they should ignore other calls and any other app notifications, while they're in their appointment time with you. If the patient does answer another call that's coming through, your connection to them is gone, you're gonna get error messages that the patient disconnected in your fitting software. And you could try calling them again but there's no guarantee they're gonna answer their call. And again, because the call was disconnected in an odd way, their hearing aids might not fully be connected, again to the app. So it's just up the patient,

don't do anything, don't answer anything, you're in an appointment, keep blinders on and I will disconnect and end the call when appropriate. I as in you the HCP.

Sometimes things can happen where the patient loses connection to their phone or their app. So just so you know, nothing gets corrupted on the hearing aids, should the patient lose connection. So it's not like the hearing aids are burned out and now they have to go in for repair. So should the patient lose connection, just maybe they're in their house and then they walk outside and now they've just gotten far enough that their wifi connection isn't holding. Or maybe again, their cellular reception just dropped for a minute, so you can just ask them to reestablish that connection and you can try to call them back right away. Also make sure that they have enough charge on their iPhone or iPad.

So again, about 50% and again, make sure that there is enough charge on their hearing aid, I would say about 50%. Or if their batteries and I don't have a scientific answer, but if their batteries are halfway through their normal battery change cycle, maybe they put fresh batteries in to make sure that their appointment call goes through without any issues. So I'm gonna run through five scenarios or five, what could happen situations. But if beforehand you have that patient check that permissions checklist and they're all green beforehand and you tell the patient not to hang up their call and you tell them to stay put and connected to wifi, none of this should happen to you. But this is just, if you don't say this to your patient or not every patient will pay attention to what you're saying, here is what could happen. So I forced all this so that I could get these messages to populate. But if a patient doesn't have Bluetooth on their phone, you might not even be able to connect but you get to a point where you can. So you call the patient, they answer the call but as you go to connect to the fitting software, you've got a message that says that the hearing aids are not paired to the phone. And of course, they're not paired to the phone because there isn't any Bluetooth on and I need that on to pair to the app. So the patient might actually then the call ends and the patient will notice in their app that their hearing aids are not connected. The patient just needs to put Bluetooth back on or do what they need to to connect their hearing aids

back. And then you can click on okay, from this message in the fitting software, it will just bring you back to the fitting software, the fitting screen with the sidebar where you can then click on, Start a Live Assistance call again. And you can try to make that connection again with your patient once you've maybe given them a moment or two to reestablish that Bluetooth connection. You might see this message, if your patient doesn't have the HearMax app installed, on their phone and this can happen for a number of reasons. One, they really don't have the app installed because at your initial fitting appointment, they didn't have their Apple ID and password. So they said they would take care of it on their end and they just never got around to doing that. So you'd have to just call them and then walk them through how to do this. But I've also seen this happen if on the HCP side, you activate Remote Care Live and then immediately start the call. And again, it takes a minute for the cloud to communicate to the app to say, "Hey, this feature is unlocked, get ready for it." So you might see this if you call too soon.

So if you're trying to after this webinar, you're gonna go experiment on your own, you might notice that as well and you're gonna say, "Well, I know I have the app on "and I know my hearing aids are connected." It's just that live assistant, hadn't populated in the app just yet. So just give it a moment to do that. Again, sometimes you will lose connection. So you might have fully connected to the patient. You're about to connect to the hearing aids, you know exactly what changes to make and then the patient walks out of that wifi range. So what you're going to have to do, if the patient doesn't know what that is, is call them regularly, tell them what happened, get them back into wifi range or whatever it is and then start the process over again. So to do this I purposely as I was connecting to the hearing aids, I turned my phone into airplane mode. And then all I had to do was click on, okay and again, it brings me back here where I can start Live Assistance. I got out of airplane mode on my phone and I just called right there and everything program fine once I did that. So again, the hearing aids did not get corrupted, I was able to make my programming, once I turned off airplane mode that I purposely added to bring this up to you guys. And then sometimes

they'll see a message, that first was that they weren't paired. Now this message is saying that they lost network connection. So both messages are fairly similar. Once the patient resolves the issue, you just click okay and you can go ahead and continue live programming from there. If for whatever reason, as you're calling, again the call will go through but as you try to connect you notice that it says that your patient's hearing aids are in the charger. And this is the same message you would get if your demo set of hearing aids were in the charger and you were trying to connect. When I was testing this, I followed the on-screen directions. I then went to my app, I tapped my hearing aids out of the charger. I did everything I was supposed to do and I just ended up in a loop. So I am suggesting to you that should you see this, you end the call. Call your patient through a regular phone call, tell them to take the hearing aids out of the charger, make sure they're connected to the app and you will call them back through a Remote Care Live appointment in just a minute. Otherwise you're gonna get stuck in a loop and I honestly don't know yet how to get out of that loop. So this is a preventative thing. If you see it, call the patient, tell them to take the hearing aids out of the charger.

Also and again, your patient might accidentally hang off because they got the save was successful and they think that's it and they might hang up. So if they do hang up, you'll see this message and you're gonna basically have to reconnect and do everything over again because that save really did not happen. It wasn't 100% done in the fitting software or if your patient hangs up the call, before they even got that okay checkmark, okay? So what you're gonna do is you're going to click on the okay here but what could happen is, again, because the patient ended the call, before the hearing aids are disconnected, the app isn't sure what's going on. And so sometimes the app will pretend and it will look like they're connected to the hearing aids or the hearing aids are connected to the app but they're not. So the best thing to do is for the patient to close all of their open apps. So on my phone, it's a double click and swipe everything closed. And then relaunch the HearMax app, reconnect their hearing aids and then you will call them back. And so as long as you just stay in that save session or that session with the patient, once you've connected back with them, you should just be able to

click save again and really save the changes this time. If for whatever reason, you had to move on to another appointment and you're patient, you see that they're back on the schedule half hour later, start your Remote Care Live Call, everything will work fine. You're just gonna have to make the changes again because nothing saved. And as you go to connect, you'll get the fitting data mismatch window and you're going to have to read what's in the hearing aid and that is what was not yet saved. So again, you might have to just redo your adjustments but the hearing aids are not corrupted, you just have to repeat everything you did. Anytime something does go wrong, this is what the patient sees on their end. And it just says, "Don't worry, something went wrong, "your hearing aids are fine, your HCP will reach out to you "with further directions." So this would be like you actually call them.

So, again, the best thing to do at this point, when you do call them is that they need to close out of the HearMax app, they need to close any other open app or any app running in the background, then relaunch the HearMax app and make sure that their hearing aids have connected. We've noticed that with our rechargeable hearing aids, a lot of times to reconnect them to the app we dunk them in the charger and then take them out of the charger right away. But sometimes with the rechargeable ones, that's not quite enough and you have to do a manual restart on the hearing aids. So just to remind you how to do that. The hearing aids would be on so the patient would have to press and hold the push button on their hearing aid for five seconds and the LED light will flash three times and then the hearing aids are off. They can do them if they can both hearing aids at the same time or one at a time but they both need to be turned off and then they both need to be turned back on by pressing and holding that push button again for five seconds and that LED light will flash once. And then they are back on and then they can launch there HearMax app and make the connection and then you can reconnect through the fitting software and everything runs smoothly. So this is what I was kind of alluding to on that previous slide that sometimes the app likes to show you that the hearing aids really are connected but they're not. So ask the patient again on a regular phone call, ask them to maybe switch programs or mute the hearing

aids. And if the hearing aids don't follow through what they're doing on the app, then they're going to have to close out of all of the apps that are running in the background and then do what we did on the last slide. Relaunch the app and again, they might have to manually shut down and turn on the hearing aids to reconnect. But once they do that and the app and hearing aids are talking together correctly, you can then make your Remote Care Live call and not have any issues. So, like I said, these are things that can happen but as long as you set up the appointment correctly up front, hopefully you don't run into any of this at all. So just a few quick reminders. Again, access to Remote Care Live, requires an active GN Online Services account and then again, we need to add an extra level of activation. Live Assistance toggle has to be activated in Solus Max for Remote Care Live feature to function. The initial fitting of the hearing aids with the patient consent has to be done in office.

Current patients do not have to be seen again, nor do they have to sign any other consent form for Remote Care Live to be activated. You can certainly do that on there end. Again, their app is gonna take a little bit of time to recognize that feature is on. Again, the Remote Care Live video calls, can only be initiated by you. The audio routing has to be set to either automatic or never hearing devices, the media routing, it doesn't matter. And then again, Remote Care Live settings, cannot be rolled back. Because we are in a live programming situation, you get that feedback from your patient so there shouldn't be anything to rollback. But if the patient realizes those adjustments, you just did are not good enough, they could send you a remote fine-tuning request. Or they could just schedule another, Remote Care Live appointment or an in-office appointment and you can go from there to make more adjustments. So just real quick those learning outcomes. Explain the steps for Remote Care Live from both ends. So again, step one, set everything up in the fitting software, call your patient. Step two, patient answers the call. Step three, it's your appointment. So find the needed adjustments, connect to the hearing aids, make the adjustment, save, disconnect and then end the call. So that's really what the steps are. Step four is the patient sees that everything went well. Our second outcome was to explain how it works, your kinda

elevator pitch and so it works just like a FaceTime call. You can see the patient, the patient can see you and you can make live adjustments that way. On the permission, so you need to be using Solus Max 1.6 with your Noahlink connected. The patient needs to have the HearMax app version 1.7 and access or given us permission to use their microphone and camera. And then lastly, explain the benefits for you and the patient. So if you didn't keep track of that as we went through. One of the big advantages here is that the visuals, that you can see the patient, you could see if they hold up that hearing aid receiver, you could see that accessory so that just gives more comprehensive care 'cause we can do a little bit more. Also, it's quicker again, not the programming and saving but quicker because my patient didn't have to drive to and from the office. So that just gives my patient more time in their life. It also means my patient might have been able to see me sooner 'cause they didn't have to give two weeks notice to take PTO to come in for their appointment. You can complete this anywhere.

So you the HCP could be in your office, you could be in a coffee shop, you could be at home. The patient could be in the office or at work, they could be in a coffee shop, they could be at home, they could be on vacation, they could be a passenger in a car, it doesn't matter. So this feature is very convenient for everybody. Also, you get immediate feedback because you are live connected, your patient can tell you right away, whether the changes were enough, especially if they're in that troublesome environment, while they're having their appointment. So you get greater quality of care or you can give greater quality care to your patients. And again, that might avoid some of the extra follow up appointments. And then lastly, all of the software needed to have Remote Care Live call is integrated and you've been using it. So it's through our Solus Max fitting software, not some other software. And it's through the HearMax app, not another app that the patient has to install. So it's easy to use for everybody. So, that is it, I know I went a little bit over our session here. So thank you all very much for sticking with me. If you have any questions, please feel free to type them into the questions box, I see that there's one there. So I'm just gonna put myself on mute to

read that and then I'll come right back to answer. So the question is, how long after the session is completed, does it take the cloud or the server to receive all the changes and what would the patient do or not do during that time? So you are live connected. So as soon as you save, and again, it shows in your fitting software that the save was successful to the database, to the hearing aids and to the cloud. And you just connect the hearing aids and the call, those adjustments are already, in the patient's hearing aid. So there isn't any time that the cloud needs because you save to it right away. So all you really need to tell the patient is just not to hang up the call, let you handle that. So as you're making adjustments, they're hearing them live in their hearing aids. Just like they did when they were in the office with you. And so just like in the office, as you're saving, everything is saving immediately and everything is storing right into the hearing aids and the cloud kind of all at the same time. So it's just make sure the patient doesn't end the call. That's really all they need to do. There is no delay in how that syncs to the server.

So hopefully that answered that question. Again, if you have any other questions, please feel free to type them in. I'm gonna put myself on mute just to see if any other ones come in. Otherwise, I'll go ahead and end this session in a moment. Okay, so no other questions have come through so I'm gonna go ahead and end the session. Again, thank you all so very much for spending an hour of your day with me. I hope all of you are doing well and I hope to see you all soon in-person as soon as possible. So thank you all.