

Oticon RemoteCare Evaluation Survey

Hearing Care Professional

This survey aims to learn from your experience using Oticon RemoteCare (enabled through Genie 2). This will help us make improvements to our existing solution and prioritise new features in the future.

The survey should only take 5 minutes, and your responses are completely anonymous.

For questions about the survey, please email remotecare@oticon.com.

1.	Age: ____ years				
2.	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>				
3.	How many years have you been working with clients: ____ years				
4.	During this pilot, how many of your clients (in percentage) have you used RemoteCare with so far ____				
5.	How many of your clients (in percentage) do you expect to use RemoteCare with in the future: ____				
6.	Please describe the type of service(s) you think RemoteCare is most useful for: _____				
7.	Please describe the type of client(s) you think RemoteCare is best suited for: _____				
8.	How much time do you spend on a RemoteCare appointment compared to an in-person appointment?				
	Much less time	Less time	Same amount of time	More time	Much more time
	Please describe why you think you spend more/less time on RemoteCare appointments: _____ _____				

Please state to which extent you agree or disagree with the following statements:

9.

	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree	Don't know
I am satisfied overall with RemoteCare								
RemoteCare is easy to use								
I received adequate information on how to use RemoteCare								
The provided materials (Guide for HCP, Support Website etc.) are easy to use								
The screening process (examining client suitability for RemoteCare) is intuitive								
I have not experienced any technical difficulties (e.g. with the connection, camera, audio, saving settings) while using RemoteCare								
RemoteCare appointments are just as effective as in-person appointments								
I am delivering high quality care when using RemoteCare								
It is convenient to have RemoteCare as an option for appointments								
It makes me more flexible to have RemoteCare as an option for appointments								
With RemoteCare I can offer a more comprehensive hearing care service								
RemoteCare can help me improve my clients' satisfaction with their hearing aids								
RemoteCare can help me lower the return rates of hearing aids								
My professional role as a hearing care professional has strengthened by being able to offer RemoteCare appointments								
I would recommend RemoteCare to other hearing care professionals								

10.	Do you have any suggestions for improvements of RemoteCare: <hr/> <hr/> <hr/> <hr/>
11.	Do you have any further comments: <hr/> <hr/> <hr/>

Thank you very much for sharing your opinion with us.