

OTICON
RemoteCare



Connect to your client

Guide

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Welcome

Thank you for your participation in this limited introduction of RemoteCare

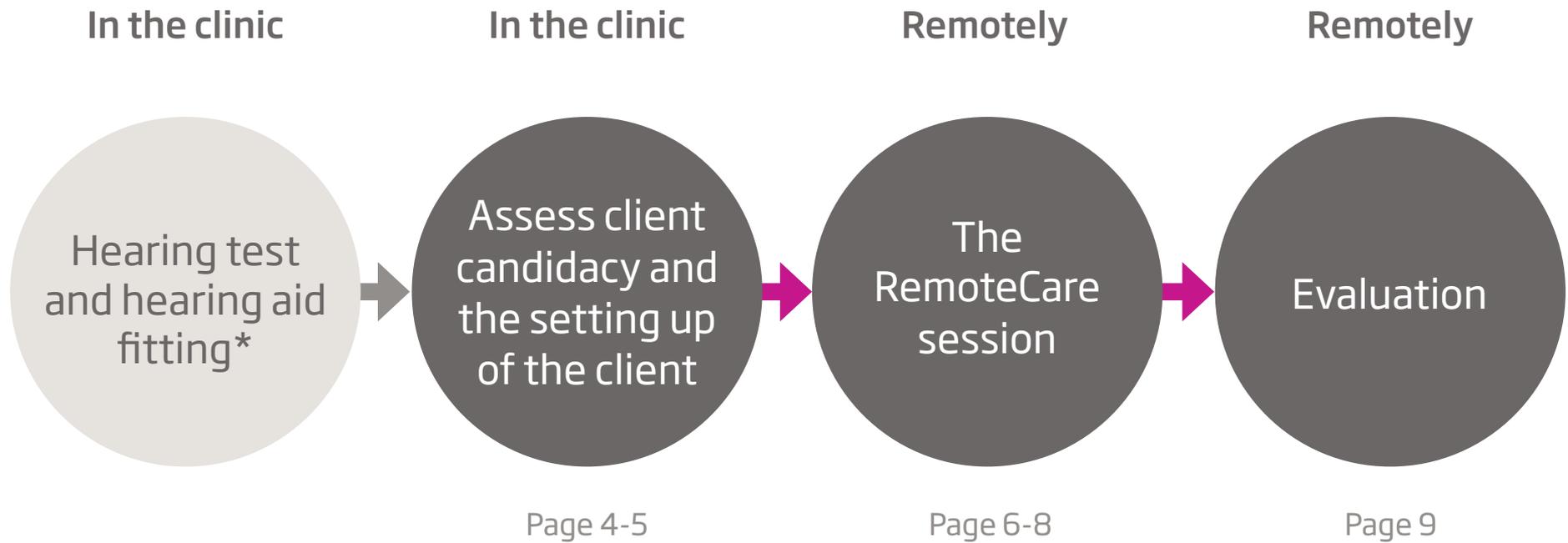
Oticon RemoteCare allows you to send updated settings and make adjustments real-time to your client's hearing aids. You can also securely video chat and instant message with your client using RemoteCare. Your client can connect to you through the RemoteCare App from any location with WiFi or mobile data.

RemoteCare follow up appointments are intended to be a supplement for in-clinic follow up appointments, and to provide ease and convenience for both you and your client.

We hope that you can find ways to maximally utilize this tool over the course of this limited introduction. Your input will be an invaluable tool to assist Oticon in creating the best RemoteCare solution to help our hearing care professionals and their clients.



The overall flow of Oticon RemoteCare



* Please note that the hearing aid fitting can occur after the client candidacy assessment but must be done in the clinic

Assess client candidacy



* Please refer to the Oticon RemoteCare Candidacy Survey or the Oticon RemoteCare Candidacy Checklist for the complete criteria

** The client must have a symmetrical hearing loss, average ≤ 70 dB HL of the three frequencies 500, 1000, and 2000 Hz

The client can complete the RemoteCare Candidacy Survey at home, in the waiting room or wherever this fits into your clinical flow.

Find all relevant material on the Oticon RemoteCare Professional Support Website



Setting up the client

The following steps are recommended to ensure that the client is set up for RemoteCare use:

1 iPhone and App



- Set up the RemoteCare App on the client's iPhone
- Show how to:
 1. Connect to Bluetooth
 2. Pair the iPhone with the client's hearing aids

2 Materials



- Get all materials at the Oticon RemoteCare Professional Support Website
- Hand out and go through the following material with the client:
 1. Oticon RemoteCare Checklist
 2. Oticon RemoteCare App IFU
- Introduce the client to the RemoteCare Client Support Website

Be sure to:

- ✓ **Note down** the client's email address (remember to check that the email address is the same as the client's email login in the app)
- ✓ **Run a RemoteCare visit** and show how to use the app
- ✓ **Schedule time** for the first RemoteCare session

The RemoteCare session: **Preparing the office**

Please ensure the following requirements are met to use RemoteCare

Technical requirements:

Hardware



PC camera or
external camera
(webcam)



Microphone and
speakers or use a
headset

Other system requirements



WiFi with a
recommended speed
of 1/1 Mbit/s

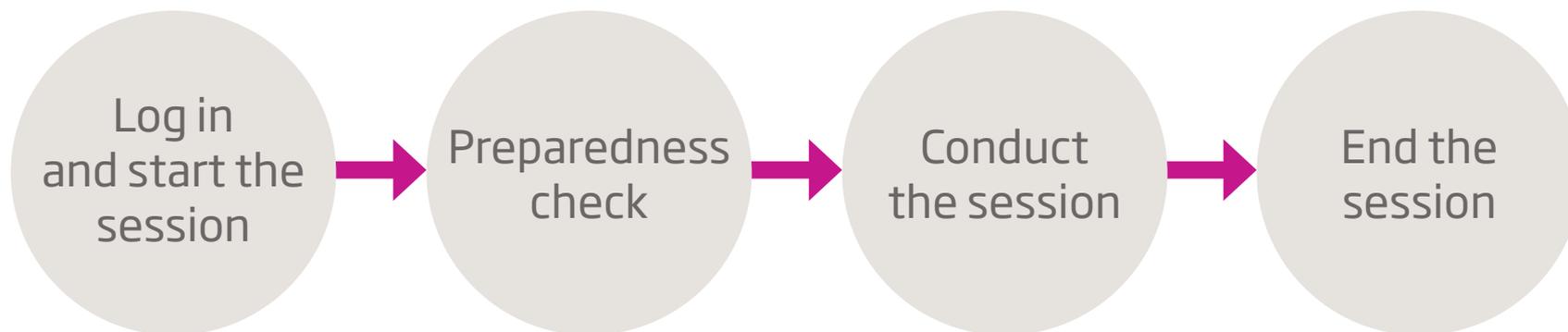


Email
account

Be sure to:

- ✓ **Setup video** in a way that there are minimal visual distractions to the client (if possible, avoid windows and high traffic areas)
- ✓ **Select a quiet location** that ensures there are minimal audible distractions
- ✓ **Ensure all technical requirements** are met

The RemoteCare session: **Step-by-step**



At the time of the appointment, open Genie 2 and select the client's file

Toggle on RemoteCare

Enter your hearing care professional credentials and hit **Sign in**

Enter client email address into the client email field and click **Continue**

When client is in virtual waiting room, click **Start a visit** when ready

Make sure client can see and hear you clearly

Make sure client went through the *Preparation Checklist*

Ask your client:

- Did the usage of the RemoteCare App go smoothly?
- Did they change the hearing aid batteries?
- Did they charge or power their iPhone?
- Evaluate the general experience with their hearing aids
- Evaluate if the clients need cannot be met using the RemoteCare App (e.g. need for otoscopy)

Connect the hearing aids to Genie 2 by clicking **Connect** in the top left corner of the screen. Please note the connection process may take up to several minutes

Make changes to the programming as needed

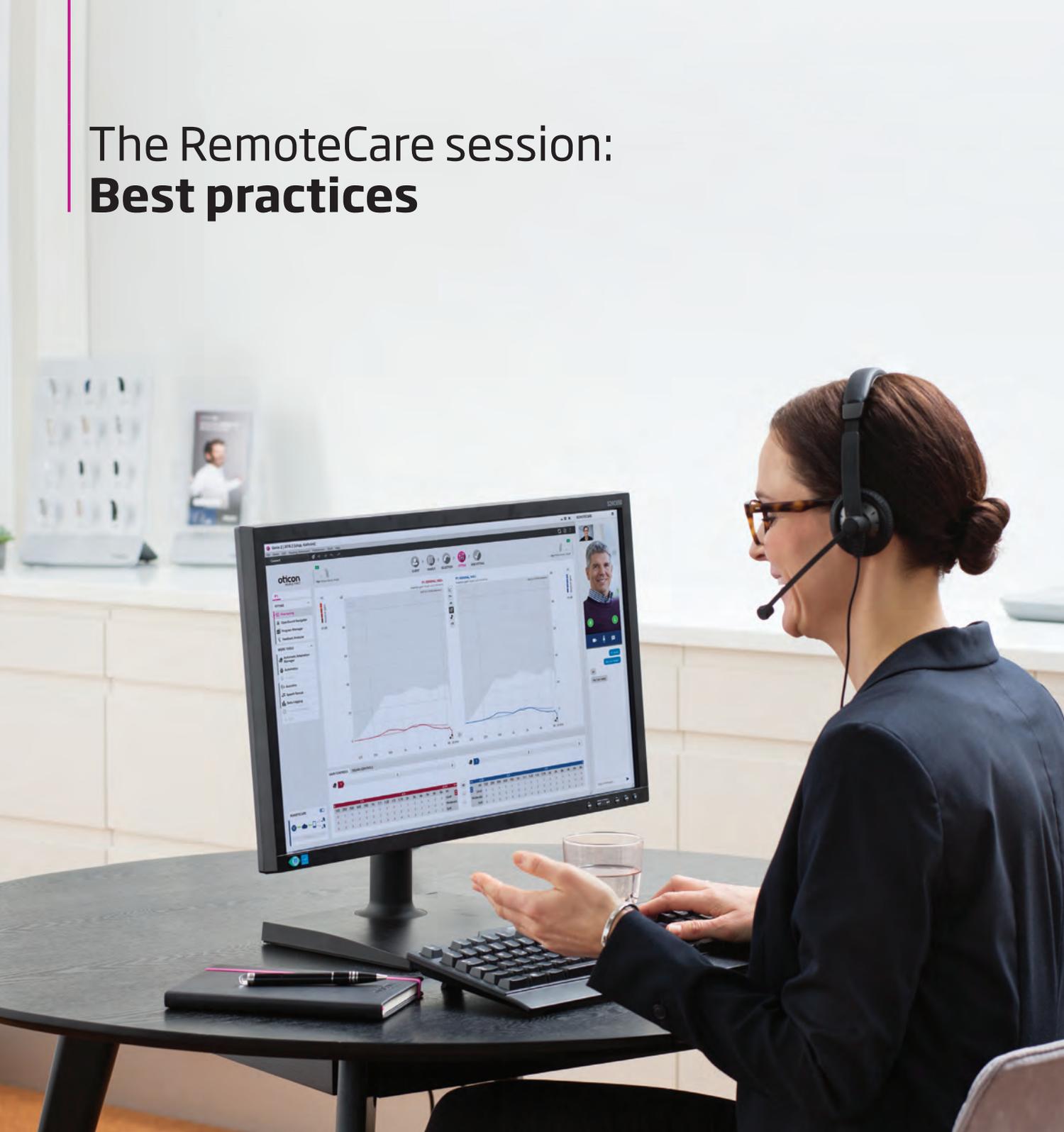
Click **Upload** to send the changes to the client's hearing aids

Once all desired changes have been made, click **Disconnect** to make sure all of the changes are sent to the hearing aids and they are rebooted

Inform the client that you should be the one to end and disconnect the session in order to make sure that all necessary changes have been made and saved

To end the session and save to NOAH, go to **End fitting and click Save and go to Client step**

The RemoteCare session: **Best practices**



On the day of the session be sure to:

- ✓ **Check that** the computer camera, microphone, and speakers are working
- ✓ **Position yourself** close to the microphone to achieve the best sound quality (Headset recommended)
- ✓ **Try to not shuffle** or fiddle with paper during the session, as this can negatively affect the sound quality
- ✓ **Position yourself** in front of the camera so the client can clearly see your face and lips
- ✓ **Speak in a clear** and measured tone, checking in with your client regularly to make sure there are no issues with the connection or audio
- ✓ **Use your clinical judgement** to determine if the client needs to come into the clinic to address their issue

Evaluation



After each RemoteCare session, be sure to:

- ✓ **Send and remind the client** to fill out the Oticon RemoteCare Evaluation Survey

After a 3 month trial of RemoteCare, you will be:

- ✓ **Reminded to fill out** the Oticon RemoteCare Evaluation Survey for HCP's
- ✓ **Requested to participate** in qualitative interview about the solution



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