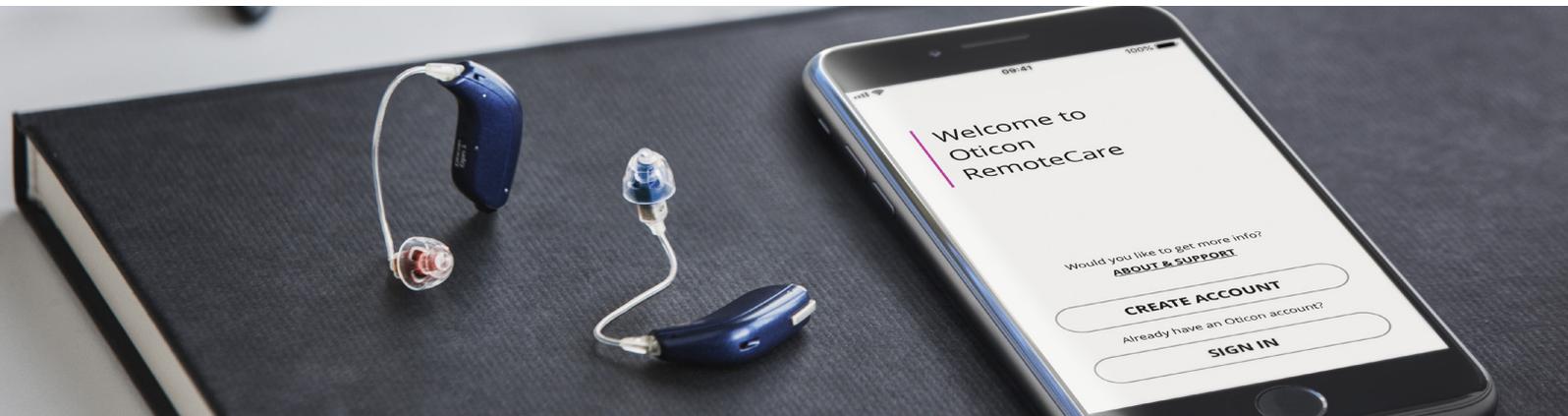


First fit with Oticon RemoteCare

In the extraordinary 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, this guide walks you through how to initialize and then fine-tune the hearing aids during a first fit with Oticon RemoteCare.



How to do a first fit with Oticon RemoteCare

This guide is designed to supplement the existing instructions for Oticon RemoteCare. The guide will walk you through the necessary steps to do a first fit with Oticon RemoteCare. Follow the steps below to ensure a smooth and more accurate remote fitting.

- 1 Assess whether the patient is a candidate for RemoteCare
- 2 Help your patient get started by holding an initial video call:
 - a. For **patients in your database** who have a valid audiogram but have yet to obtain devices
 - b. For **existing users** who are due for new devices
- 3 Prepare the hearing aids for the patient
- 4 Send the hearing aids to the patient
- 5 Check the patient is set up correctly and prepared for the RemoteCare appointment
- 6 Carry out the RemoteCare session at the date and time arranged
- 7 Arrange a physical appointment
- 8 End the RemoteCare session

① Assess whether the patient is a candidate for first fit with RemoteCare

Candidate checklist

The patient must:

- Be 18 years of age or older
- Have a valid audiogram on record (and no reason to believe it has significantly changed)*
- Have mild or moderate hearing loss (up to HCP's discretion for more severe losses)
- Have no occluding wax or red flags (e.g. fluctuating HL / sudden onset HL, sudden onset tinnitus or sudden onset vertigo / asymmetrical HL / middle ear pathologies / aural fullness) - Use clinical judgement to assess if an Oticon RemoteCare visit can be done without Otoscopy
- Have a valid email address
- Have access to stable Internet connection with a minimum bandwidth of 1/1 Mbit/s
- Have a compatible smart device - [Click here to see compatible devices](#)
- Have the following mobile device competency:
 - On their iPhone, iPad or Android device, the patient can use applications, receive/send emails, and knows how to connect to Wi-Fi

② Help your patient get started by holding an initial video call:

a. For patients in your database who have a valid audiogram

Skip to the next section for existing users

- 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 (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 Oticon RemoteCare. Use your clinical judgement to determine whether the patient requires a face-to-face appointment (e.g. if otoscopy is needed)
- If not already done, measure the ear for receiver/tube 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 useful to involve a significant other or family member to assist, if possible. Measure the distance between the two points as shown

*If you do not have an audiogram on record for a patient but they already have wireless-enabled Oticon hearing aids fit in Genie 2 (e.g. Oticon Opn S™), it is possible to read their hearing aid settings and audiogram from the hearing aids using Oticon RemoteCare.

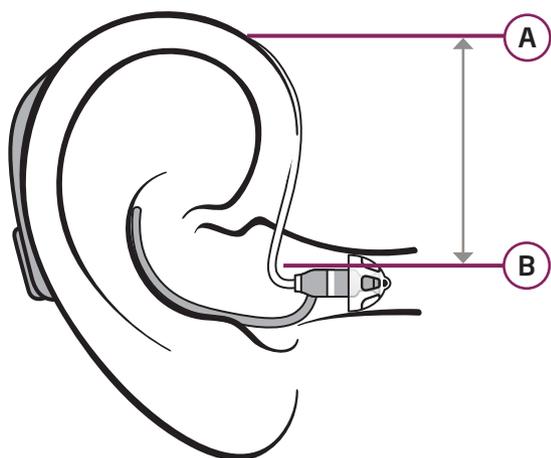
Defining the speaker length for your Oticon miniRite hearing instrument:

Measure the distance

from A: the underside of your glasses frame

(or rest piece of paper horizontally on top of your ear as indicated by line A)

to B: the top third of your ear canal (B)



Measurement in mm	Measurement in inches	Select speaker length
18 ± 2	0.70 ± 0.08	0
24 ± 2	0.95 ± 0.08	1
28 ± 2	1.10 ± 0.08	2
32 ± 2	1.26 ± 0.08	3
38 ± 3	1.50 ± 0.12	4
44 ± 3	1.73 ± 0.12	5

Measurement result: _____ mm

Measurement result: _____ inch

- Select the appropriate dome size. If you are 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/documents 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 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 your Oticon RemoteCare appointment
- Send the following documents to the patient to help this process:

[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](#)

② Help your patient get started by holding an initial video call:

b. For **existing** users

For patients who have a valid audiogram, see the previous section

- Arrange a video call using a video call service currently permitted for telehealth in your region. You can use Oticon RemoteCare for this if the patient already has it installed and has compatible Oticon hearing aids

During the call:

- Explain to the patient how the process will work
- Get the patient's email address (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 Oticon RemoteCare. Use your clinical judgement to determine whether the patient requires a face-to-face appointment (e.g. if otoscopy is needed)
- Identify the receiver/tube size by checking the patient's records or the receivers they are using. Otherwise, measure the ear for receiver/tube size by asking the patient to hold a ruler up to their ear and making it visible in the video call - or by sending a photograph of it. It may be useful to involve a significant other or family member to assist, if possible. Measure the distance between the two points as shown

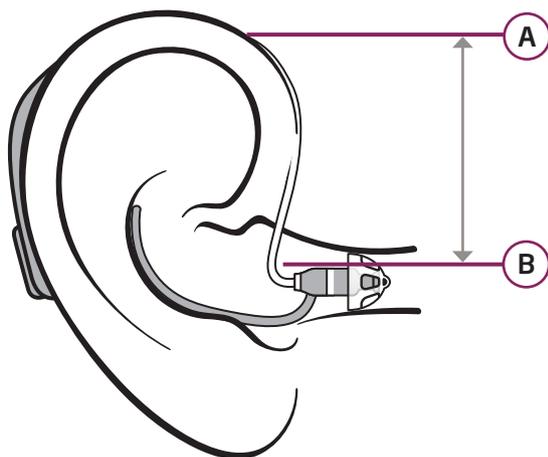
Defining the speaker length for your Oticon miniRite hearing instrument:

Measure the distance

from A: the underside of your glasses frame

(or rest piece of paper horizontally on top of your ear as indicated by line A)

to B: the top third of your ear canal (B)



Measurement in mm	Measurement in inches	Select speaker length
18 ± 2	0.70 ± 0.08	0
24 ± 2	0.95 ± 0.08	1
28 ± 2	1.10 ± 0.08	2
32 ± 2	1.26 ± 0.08	3
38 ± 3	1.50 ± 0.12	4
44 ± 3	1.73 ± 0.12	5

Measurement result: _____ mm

Measurement result: _____ inch

- Select the dome size from the previous fitting/visit. If you are unsure use the video camera or RemoteCare app 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/documents to them to help 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 a date for a video call to check in with the patient and guide them through unpacking, putting 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 your Oticon RemoteCare appointment
- Send the following documents to the patient to help this process:
 - [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](#)

(If you do not have an audiogram but the patient has Oticon RemoteCare and compatible Oticon hearing aids, then use Oticon RemoteCare to transfer the settings and audiogram from the patient's current hearing aids).

③ Prepare the hearing aids for the patient

- Configure the hearing aids for the patient. Attach the correct speaker and the dome size you have selected in step 2. Include alternative sizes of domes when sending the hearing aids to the patient should adjustments be necessary
- Program the instruments using the appropriate acoustic settings and based on the latest valid audiogram
- Save and exit Genie2

④ Send the hearing aids to the patient

- 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 that you think may be required

⑤ Check the patient is set up correctly and prepared for the RemoteCare appointment

- In a video call, guide the patient through unpacking, putting batteries in, putting the hearing aids on, and pairing the hearing aids to the smart device. Generally, 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. If they need to change the dome, direct them to this website: www.oticon.com/support/how-to/use-and-care/replace-dome

⑥ Carry out the Oticon RemoteCare session at the date and time arranged

Prepare yourself for the visit by reviewing the best practices on the Oticon RemoteCare web support page

At the start of the visit

- Make sure the patient can see and hear you clearly
- Make sure the patient went through the User preparation checklist

Ask your patient

- Did they insert new batteries in the hearing aid(s)? If they have rechargeable hearing aid(s), did they fully charge them?
- Did they fully charge or plug in their iPhone, iPad or Android device?

Carry out the processes you would normally perform to ensure the best audiological experience.

We recommend you

- Ask the patient to hold the phone up to their ear to allow you to check the physical fit of the receiver/tube and domes/earmolds
 - If the patient needs to change the dome, the following link may be useful:
www.oticon.com/support/how-to/use-and-care/replace-dome
 - Check visually that the patient has attached any replacement dome correctly to the speaker according to the guidance and IFU already provided, to ensure the dome is attached in a proper and safe manner
- Instruct carefully on:
 - Insertion and removal of the hearing aids
 - Battery handling
 - Hearing aid controls
 - Handling the hearing aids

- Check for feedback, both by monitoring the gain risk indicator in the fitting software and by listening. Ask the patient to move their hands to and from the ear to check if feedback is triggered.

Note that it is not possible to use Feedback Manager in Oticon RemoteCare. You could consider reducing high frequency gain in the short term, but if it is a persistent problem, it could indicate excessive wax, in which case consider waiting until you can carry out a face-to-face appointment

- Adjust the gain according to the patient's needs
- Counsel the patient as you would normally do

7 Arrange a physical appointment

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 cannot be done soon after the Oticon RemoteCare appointment, arrange another Oticon RemoteCare appointment to monitor the patient's progress, followed by a physical appointment as soon as possible
- Ensure that the patient understands that they should contact you if they have any issues

8 End RemoteCare session

- Inform the patient that you should be the one to end and disconnect the session, in order to make sure that all necessary changes have been made, uploaded, and saved
- Save and exit Genie 2

Disclaimer

US Disclaimer: Remote care is not a substitute for an in person fitting of a hearing aid. Providers must schedule in person appointments with their patients to confirm the fitting settings as soon as practical. RemoteCare is not a substitute for clinical judgment and does not make clinical determinations. Providers are responsible for programming the appropriate settings in RemoteCare pursuant to their own clinical judgment. Providers performing RemoteCare services must be licensed in the state in which the patient is located during the RemoteCare session or comply with the appropriate state's telehealth rules during this global pandemic. It is solely the responsibility of the provider to determine and adhere to local licensing laws.

Please remember that the disclaimers for Oticon Genie 2 and the Oticon RemoteCare App are still valid both for professionals and hearing aid users, and are also available in the IFU.

IFU Genie 2

The manufacturer does not take responsibility for the consequences of using this fitting software outside its intended use or warnings.

IFU RemoteCare App

The manufacturer does not take responsibility for the consequences of using the app outside its intended use. Your hearing care professional is responsible for the fitting through the app. The manufacturer does not take any responsibility for hearing aid fitting. The manufacturer reserves the right to discontinue the app service without prior notice.