The TeleCare Handbook

A Hearing Care Professional’s guide for Signia TeleCare

pro.signiausa.com
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1 Welcome to the Future.

1.1 What is Signia TeleCare?

Signia TeleCare has been designed to help you further strengthen the relationship with your patients and establish a new standard of care to benefit both your patients and your practice.

TeleCare addresses the “blind spot” in one of the most crucial moments of hearing care: when the patient leaves your office and starts using their hearing aids for the first time – they are on their own during the initial and critical weeks of acclimatization. As a provider, it is hard to near impossible for you to be aware and able to react to any issues that your patients may encounter until they actively seek your advice. At the same time, you are equally unaware of any positive outcomes you are creating for your patients.

To help you shed light on that blind spot, Signia has created TeleCare which comprises tools for professionals and patients to work towards an improved patient-provider relationship and a better standard of care.

The TeleCare Professional Portal allows you to manage patients’ profiles, evaluate their progress, as well as communicate with patients on their mobile devices, even allowing you to make basic modifications to their hearing aid configurations remotely.

For patients, the myHearing App mobile application for iOS and Android smartphones offers fun and practical exercises and educational content that is designed to increase patient engagement and improve overall outcomes during the acclimatization stage, as well as providing a convenient way to communicate with their provider.
1.2 How TeleCare helps you and your patients

TeleCare offers a number of benefits to you and your patients.

As a professional, you will find TeleCare to be a new way to excite and motivate your patients. Engaging step-by-step listening exercises and guided assistance help new wearers learn and adapt quickly to their hearing aids, promoting faster acclimatization and acceptance.

For the first time ever, through the use the myHearing App, you have transparency about their satisfaction - in real time. You will be able to better understand your patients’ personal progress and be able to identify issues, initiate contact, and even better prepare in advance for their visit.

The combination of the TeleCare Portal and the myHearing App also opens up a new, dedicated communication channel that allows you to stay closer to your patients.

The ability to change selected parameters in your patients' hearing aids remotely via Signia TeleLink* greatly improves the speed and convenience of minor adjustments helping you to minimize disruptions in the initial adoption period and reduce extra visits to your clinic. The latest version of Connexx will automatically update these changes during follow-up visits.

Your patients will also see a clear benefit in using the myHearing App for their journey to improved hearing. Early trials have shown that a large majority of users find the app easy to use, enjoy the overall experience, and are motivated to use their hearing aids in the situations described in the exercises. The hearing lessons have been very well received and are clear and easy to understand.

By using the myHearing App, patients tend to be more engaged and show higher satisfaction with their hearing aids and with their provider, given the superior standard of care they have experienced.

* Based on the high frequency control technology as used in the touchControl App.
2 The TeleCare Portal for professionals

2.1 Overview

To get started with TeleCare, all you need is:

- a computer (desktop, laptop, or tablet)
- an internet browser (such as recent versions of Chrome, Firefox, Safari, or Internet Explorer)
- an internet connection

By following the instructions compiled in this guide, you should be ready to register your practice and equip your first patient with TeleCare in less than 30 minutes. This guide shows you how to: 1) register and set up your practice on the TeleCare Portal; 2) create patient profiles; and, 3) work with patients using the core TeleCare features.

2.2 Registration

In order to use TeleCare, you first need to register on the TeleCare Portal.

Please take the following steps:

1. Type in the following address in your browser: http://telecare.signiausa.com
2. Click on “Please click here to register.” at the bottom right
3. Fill out the practice registration form:
   This will create the account for your practice.
4. Click “Continue”
5. Fill out the admin account creation form:
   This will create the admin account within your practice, which allows you to manage your practice account and also serves as the first and main user account.
6. Click “Register”
Once submitted, your registration needs to be approved. This may happen automatically if you are an existing Signia customer and have provided your customer account number and the correct ZIP code for your account.

Otherwise, your application will be reviewed and you will receive a notification once it has been approved.

2.3 Setting up your TeleCare Portal

Once your registration request has been approved, you can go ahead and set up your practice in the TeleCare Portal. Follow the steps below to be prepared for your first patient.

2.3.1 Logging in to the portal

You can log in at the same URL where you registered your practice (refer to section 2.2).

To log in to the portal, enter the information you provided during registration, i.e. the e-mail address and password you used during registration. Click “Login”.

In case you forgot your password, click “Forgot Password?” and enter your e-mail address in the subsequent field. You will receive an e-mail with instructions on how to create a new password for your account.
2.3.2 Completing the personal profile

Once logged in, you should first set up your personal profile.

You can enter basic information and upload a photo, which will be shown to the patient in their app. The details you enter can be changed at any later time.

To complete your profile, please take the following steps:

1. Log in to your personal (admin) profile by clicking on your name on the home screen
2. Enter the 4-digit PIN you created during registration
3. Open the drop-down navigation menu by clicking on your name at the top of your screen and select “Profile”
4. Click “Edit” at the bottom of the screen
5. Upload your personal photo
6. Enter/edit your contact details where desired
7. Click “Save” once you are done to save your changes
2.3.3 Setting up the practice

Next, you should add details about your practice; this information will be shown to your patients in the patient app. It comprises basic information such as your practice’s name, address, and hours of operation, as well as branding elements such as your practice logo or a video. You can edit this information at any time.

To edit this information, please take the following steps:

1. Select “Practice Details” in the drop-down menu
2. Click the “Edit” button at the bottom of the screen
3. Enter the address, phone number, and e-mail address for your practice
4. Add the hours of operation for your practice:
   You can define multiple blocks of opening hours, for example for Mon-Fri and for Sat, or for morning and afternoon opening hours. You can also add a comment for each of those blocks, e.g. “weekend appointments on request”.
5. Optional: Click on the grey box labeled “Upload Logo” to add a logo for your practice
6. Optional: Click on the grey box labeled “Upload Video” to add a video
7. Click on “Save” once you are done to save your changes

2.3.4 How to work with media

All media that you upload, such as your practice logo, a promo video, or your personal photo, will be automatically displayed in your patient’s app in the section “Professional”. We recommend that you upload your practice logo and your profile picture to make the myHearing App experience more personal for your patients.

Please use the following media formats to guarantee the optimal quality for your patients:

- Practice Logo: Please use a minimum dimension of 150 x 150 pixels
- Promo Video: Please use a file format of MP4 (H.264) and a max. file size of 10MB

For logos, try to use an image that only includes your practice’s logo, without too much of a border or gutter around it for best presentation results.
2.3.5 Setting up additional accounts for employees in the practice

You can set up additional accounts in the portal for other employees in a practice.

To add an employee to the TeleCare Portal, follow the steps described below:

1. Select “Home” in the drop-down menu
2. Click on the tile labeled “Add user”
3. Fill out all required fields in the form
4. Optional: you can choose to grant admin rights to the new employee account for additional privileges in managing the practice
5. Click “Create” to save the details

Your employee can now manage their own set of patients via their own account. Any patient your employee creates will be assigned to them by default.
3 Managing patients with the TeleCare Portal and the myHearing App

Now that your practice is set up, you can add your first patients. You can do this with your phone for a first trial run. Let’s get started.

3.1 Prerequisites

Only a few prerequisites must be fulfilled in order for a patient to be able to use the myHearing App.

3.1.1 Internet connection

A data connection via Wi-Fi or a mobile network is required for using the myHearing App. During setup, as well as at various points throughout usage, data needs to be received by and sent from the patient’s device.

The myHearing App does offer an offline mode when used in environments where no internet connection is available. It should however have the possibility to connect with the internet on a regular basis.

3.1.2 Supported mobile devices

The Signia myHearing App for patients is compatible with the following devices:

1. iPhones (4s, 5, 5c, 5s, SE, 6, 6 Plus, 6s, 6s Plus, 7, 7 Plus), iPad mini, iPad 2 and higher, and iPod touch 5th Gen; all running iOS 8.1 or higher (public release)
2. any Android device running Android 4.4 or higher (public release)
3.1.3 Supported hearing aids

The Signia myHearing App can be used to support patients with a Signia, Siemens, or any other hearing aid. The remote control and remote tuning functionalities are only compatible with the latest generation of Signia/Siemens hearing aids, including:

- all primax devices (7px, 5px, 3px)
- all binax devices (7bx, 5bx, 3bx)
- Orion 2
- Sirion 2

Spatial configurator is only available for binaural fittings with instruments with directional microphones at performance level 7 and 5.
3.2 Creating a patient account

When offering the myHearing App to a patient, you first need to set up a patient profile in the TeleCare Portal.

To set up a patient profile, please take the following steps:

1. Log in to your personal account
2. You should see your patient list. If not, open it by selecting “View Patients List” from the drop-down menu
3. Click on the “Add Patient” button

4. Enter a name for the patient. This can also just be an alias.
5. Optional: Enter the patient’s first name
6. Optional: Enter the patient’s phone number (see section 3.2.1 for details on when this is recommended)
7. Choose the hearing devices the patient will be wearing (see section 3.2.2 for special cases)
8. Define whether the device(s) work with permanent or temporary settings (see section 3.2.2 for details)
9. Define the programs that have been configured on the device in Connexx
10. Optional: define the hearing lessons you want your patient to complete (see section 3.2.3 for details). We recommend using the Standard Lesson Set, which is used by default.
3.2.1 Use of patient phone number

By entering the patient’s phone number (optional), a welcome text message will be sent to the patient’s phone, which includes a download link for the myHearing App as well as their personal registration code.

Alternatively, the app can also be downloaded by searching for “myHearing” in the Apple App Store or the Google Play Store. In this case, read the registration code that is displayed on your screen after creating the patient profile and pass it on to your patient.

Privacy Statement for Signia TeleCare, by Sivantos:

Sivantos does not access any personal patient information (“Patient Data”) collected through the use of the Sivantos GmbH, Signia TeleCare app. Sivantos aggregates and anonymizes the Patient Data and maintains such Patient Data in compliance with its data privacy policy (https://telecare.signiausa.com/#/privacy?) and in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Patient Data is encrypted and stored on servers of a third party certified to handle personal and sensitive patient data. Sivantos does not access any Patient Data collected through the use of the Sivantos GmbH, Signia TeleCare app, unless required by law or otherwise.

3.2.2 Configuring patient hearing aids

Next, in the “Hearing Device” section, you can define which brand and model of hearing aid your patient has been fitted with. This is required for a number of reasons:

- it will determine the content the patient is shown about their hearing aids in the patient app
- it will spare you looking up the information elsewhere when working with the TeleCare Portal

In the “brand” drop-down, select Siemens or Signia for any Siemens/Signia hearing aid. Then select the model you have fitted your patient in the “Model” drop-down.

If you have selected a device that supports the TeleCare features, you will also be prompted to choose between permanent and temporary storage of changes on devices. See section 6.1 for the differences and how to configure devices accordingly and make the selection corresponding to the configuration you programmed on the patient’s device here. For any device that you have not set up for use with TeleCare via Connexx (also any device already in use), please select “Store changes temporarily”.

For any non-Siemens/Signia hearing aid, you can select “Other” as the brand. For the “Model”, you then only need to select one of the suggested types of hearing aid. When choosing to use TeleCare with a non-Siemens/Signia device, the remote tuning capabilities will not be available.

It is generally recommended to configure devices in permanent storage mode for the best wearer experience. Please note that this requires devices to be programmed accordingly in Connexx (cf. section 6.1).
3.2.3 Designing hearing exercise schedules

For every patient, a standard set of hearing exercises is defined by default. This set has been designed by leading audiologists and should suit all your patient needs in most cases. You may, however, choose to customize the exercises to individual patient needs, if you deem necessary.

<table>
<thead>
<tr>
<th>Hearing Lessons</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Standard Lesson Set is activated.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lesson Set</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Module 1</th>
<th>Module 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noises</td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td>Watching TV</td>
</tr>
<tr>
<td>Environment</td>
<td>Conversation</td>
</tr>
<tr>
<td></td>
<td>In the restaurant</td>
</tr>
<tr>
<td>Conversation</td>
<td>Conversation</td>
</tr>
<tr>
<td></td>
<td>The phone call</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Module 3</th>
<th>Bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>Environment</td>
</tr>
<tr>
<td>Inside a car or bus</td>
<td>On the street</td>
</tr>
<tr>
<td>Listening to music</td>
<td>The conversation on the street</td>
</tr>
<tr>
<td>Conversation</td>
<td>Conversation</td>
</tr>
<tr>
<td>The joint meal</td>
<td>The conversation in the car</td>
</tr>
<tr>
<td></td>
<td>While shopping</td>
</tr>
</tbody>
</table>

To customize these exercises, during the patient profile creation, click on the button labeled “Manage” in the section “Hearing Lessons”. Use the drop-downs to choose the exercises you deem appropriate for your patient.
3.3 Setting up TeleCare on the patient phone

3.3.1 Installing the myHearing App

The myHearing App can be installed on your patient’s smartphone in either of the following ways:

1. Enter the patient’s mobile number when creating the patient profile. The patient will receive a welcome text message with an app download link and their personal registration code. Clicking this link will lead to the App Store/Google Play Store, from where it needs to be installed like any other app.

2. After creating the patient profile, in the section titled “A. Resend Link” on the following screen, enter the patient’s phone number in the field “Mobile Number” and click the “Send” button. The same text message will be sent to the patient’s phone.

3. Ask your patient to open the App Store/Google Play Store and search for “myHearing”. Download and install the app.

4. Ask your patient to open a web browser on their mobile device and to enter the following address: http://www.myhearing.com/connect. They will be directed to the app store, where they can download the myHearing App.

To ensure a smooth patient onboarding experience, it is recommended to remind the patient to bring their App Store/Google Play Store password to the fitting appointment.
3.3.2 Connecting the myHearing App to the TeleCare portal

Once the patient has downloaded the app, it needs to be connected with the patient profile in the TeleCare portal. Please take the following steps to establish that connection:

1. Launch the app
2. When prompted, agree to allowing notifications (this is required for messaging and remote tuning functionality)
3. Agree to Terms & Conditions
4. When asked, enter the patient’s six-digit registration code and tap on “Connect now” at the bottom of the screen

The six-digit registration code will have been shown to you after you created the patient profile:

If you enter the patient’s mobile phone number at some point throughout the process, they will also receive it in a text message.
3.3.3 Pairing the myHearing App with the hearing aids

On the next screen, the myHearing App asks to pair the hearing aids with the patient’s phone, just as they would with the touchControl App.

For pairing the hearing aids with the myHearing App, the patient has to follow the following process:

1. Following on-screen instructions, turn the hearing aids off and on again. The hearing aids will be in pairing mode for three minutes.
2. Start the pairing process by tapping on “Start” at the bottom of the screen.
3. The patient should hear a confirmation sound.
   A. If the patient heard a confirmation sound in the hearing aids, the pairing was successful and the process is completed. Have the patient tap “Yes” to continue.
   B. If no confirmation sound was played by the hearing aids, the process needs to be repeated. Have the patient tap “No” to start from step 2.
4. Tap “Close” on the following screen.
5. Tap “Start using the app” on the following screen.

If necessary, the pairing (steps 2 to 4) can also be skipped and be performed at a later point (cf. section 4.3.1).

Congratulations! Both you and your patient are now set up, connected, and ready to use all of the features provided by TeleCare.

3.4 Supporting patients without a smartphone

In case your patient does not own a smartphone or has difficulties using one, you can offer them a similar hearing experience with a paper-based alternative to the myHearing App. The paper-based version provides all hearing exercises and the ability to rate their daily satisfaction with the hearing aid. Please make sure to ask your patient to bring the brochure to each follow-up appointment in order to review all ratings. Request the brochure from your Signia representative or download a copy from mySigniausa.com.
4 Introducing the patient to the myHearing App

Once the myHearing App is installed on the patient’s phone, you should give your patient an overview of how the app is structured and how to use it. For your own understanding and as a guideline of what to communicate to your patients, the following sections describe all the relevant information you will want to consider passing on.

4.1 The myHearing App concept

With the myHearing App, Signia aims to give patients additional freedom by allowing them to be supported in their acclimatization process independent of location.

At the same time, the use of the myHearing App allows unprecedented access to more comprehensive, more structured, and more immediate feedback on patient progress, as well as additional options to communicate with your patient, ultimately increasing the standard of care you as a professional can provide for your patients.

The myHearing App bundles its functionality in three main sections:

1. Patient Hearing Success (“Guided Assistance”):
   Measurement of personal progress through feedback and ratings, listening exercises, and educational material to learn about hearing loss and hearing aids

2. Hearing Aid:
   Remote control for hearing aids (very similar to touchControl), management of remote tuning changes and access to frequently asked questions etc.

3. Hearing Care Professional:
   General information on the Hearing Care Professional attending to the patient, as well as CareChat communication options

They are explained in more detail in the sections below.

4.2 Patient Hearing Success – Guided Assistance

The Hearing Success section aims to engage the patient and encourage them to make an effort to understand their new hearing experience.
4.2.1 Daily Satisfaction

The patient is encouraged to rate their overall satisfaction with their hearing aids and their hearing experience in general on a daily basis.

Daily Satisfaction is rated on a scale from one to five, five being the highest, represented by a series of smiling/frowning faces.

The patient can change a Daily Satisfaction rating at any time before midnight on any given day.

The ratings and - where relevant - additional feedback are made available in real time in the TeleCare Portal. Over time, they accurately chart the patient’s progress, allowing providers to identify peaks and lows in the patient’s overall development.
4.2.2 Hearing Exercises

Hearing exercises are presented in modules. A module is a set of three hearing exercises. Every week, a new module will be made available to the patient.

<table>
<thead>
<tr>
<th>Experience hearing</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Module 1: Sound Comfort" /></td>
</tr>
<tr>
<td>Module 2: Everyday life</td>
</tr>
<tr>
<td>Module 3: Advanced Hearing</td>
</tr>
<tr>
<td>Module 4: Bonus</td>
</tr>
</tbody>
</table>

Within the modules, in each exercise, the patient is invited to enter a specific situation, such as a one-on-one conversation in a restaurant or listening to birds in a park. For each of these exercises, the myHearing App provides some information on why the respective situation is relevant to the patient’s new hearing experience. It also defines what the patient should expect, to avoid confusion and concern from unfamiliarity of the patient with the new hearing situation.

After going through the exercises, the patient is requested to rate their experience in all the situations. For any rating of three or lower, the myHearing App asks the patient a series of follow-up questions to pinpoint the problem the patient has encountered.
All the information generated by the patient – ratings and feedback on good or poor ratings – will be available to the provider in the TeleCare Portal, in order to prepare or react.

4.2.3 Education

Each module mentioned in the previous section also comprises two educational lessons. These are made up of text, photo, and video content that explains various topics around hearing loss and hearing aids to the patient, such as how hearing loss works and how to exchange device batteries.

As the hearing care provider, you can see whether a patient completed these educational lessons in the TeleCare Portal as well.
4.3 Patient Hearing Aids

In the hearing aid section, the patient can remotely control their hearing aids with the key features already familiar from the Signia touchControl App.

This comprises options to:

- select programs on the device or apply presets to it
- change volume
- change sound balance
- change tinnitus therapy signal volume
- change spatial configuration
In the menu “User Guide”, the patient can also find various articles and guides on using and maintaining their hearing aids, as well as answers to frequently asked questions.

As a provider, you can refer patients to these guides before asking them to come in for a practice visit.

### 4.3.1 Pairing hearing aids

If at any later stage your patient needs to pair their hearing aids again, or pair their app with a different set of hearing aids, in the “My Hearing Aid” section of the app, tap on “Advanced” and then tap on “Pairing”. Follow the on-screen instructions. See section 3.3.3 for a more detailed explanation.
4.4 Professional

In the Professional section, the patient can see details on their provider.

All the profile information that you entered by following the steps laid out in sections 2.3.2 and 2.3.3 – contact information, profile picture, logo, video, and opening hours – will be shown here for the patient’s reference.

Also, your patient can get in touch with you via the TeleCare Professional Portal, from this screen.

By tapping the button “Call”, they can launch a phone call from their mobile device to the number you entered in your practice profile.

By tapping the button “Messages”, your patient can send you messages or reply to messages you sent in much the same way as you would in popular messaging apps.

By tapping on the button “Navigate”, there is also an option to have the patient’s phone show directions to your practice in Google Maps or their default navigation application.

At the bottom of the screen, your opening hours for the current day are shown, and patients can look up opening hours on any other day of the week.

It is important to note that per HIPAA, Signia has NO access to patient information or any interaction with your patient.
5 Using the TeleCare Portal

This section provides an overview of what tools are available to you in the TeleCare Professional Portal. It explains the benefits and how you can define a new standard of care for your patients.

5.1 Your patient dashboard

After logging in to the TeleCare Portal, you are presented with an overview of all your patients, displaying the most relevant information for each patient at a glance:

- Employee assigned to each patient
- Patient name
- Current patient progress in completing exercises and lessons
- Latest daily satisfaction submitted
- Number of unread text messages
- Number of days since patient profile was created

This information allows you to evaluate each patient’s status immediately and identify any need to react where needed (e.g., if daily satisfaction is lower than 3, if you have any open messages).

At the top of the list, any user of the portal who is part of your practice can filter the list to only those patients currently assigned to them by checking the checkbox next to “My Patients”.

![Table](image-url)
5.1.1 Patient status: Open vs. Closed

The patient list displays patients in two sections: patients that are currently in a trial process ("Open"), and those that have already finished or abandoned their trial process ("Closed"). This separation helps you focus on the patients requiring most attention, while still maintaining the link (messaging, remote tuning) with your experienced patients.

5.1.2 Sending messages to all your patients

At the bottom of the patient list, you can find an option to send text messages to all of your patients.

You can enter any message, and it will be sent the same way as if you had sent it to each patient individually, i.e. it will look like a personal message to your patient.

Before sending a message, you can choose between sending it to just your patients in status “Open”, just those in status “Closed”, or to both groups, by ticking the relevant boxes.
5.2 The patient profile

By clicking on a patient in the patient list, you can open that patient’s profile.

5.2.1 Basic profile information

At the top left of the screen you can see the basic information on the patient, such as their name, their status (open/closed), the employee assigned to the patient, as well as the devices the patient is equipped with.

5.2.2 Hearing Lessons

In this section, you get an overview of the patient’s overall progress with the hearing exercises, as well as the ratings they provided for each exercise.
By clicking on the button “Details”, you can see more detailed information on the exercises per module, specifically the names of the exercises the patient completed, as well as the detailed feedback from follow-up questions where it was requested (for any rating of three or lower).

By clicking on the button “Manage”, you can change the patient exercises at any time in the same way as described in section 3.2.3.

### 5.2.3 Educational Lessons

This section will give you an overview of which educational lessons the patient has completed to date.

By clicking on the button “Details”, you can see the names of the exercises the patient has completed each week.
5.2.4 Daily satisfaction

In this section, the Daily Satisfaction ratings submitted by your patient are charted on a timeline, allowing you to develop a feeling for the trend of your patient’s overall hearing experience.

On the chart, you will see all ratings of four or five plotted as white dots, while any rating of three or lower is plotted as a red dot. You can click on any red dot to have the detailed feedback that the patient provided for that rating displayed at the bottom of the chart.

![Daily Satisfaction Chart]

You can use this chart to identify dips and peaks in the patient progress. In the case of the former, you can decide to get in touch with your patient to check whether they have any need for assistance.
5.2.5 Messaging patients

The TeleCare Portal offers the possibility to directly communicate with your patients via a message-based chat. With this feature you can easily discuss simple questions, perform basic trouble shooting and problem-solving, update your patient on important matters, or directly respond to requests from a patient. In order to communicate with your patients via the portal, take the following steps in the patient profile:

1. Click on the button “Message” at the top of the screen
2. Type your message into the input field
3. Click “Send” to send the message to your patient

If you receive messages from a patient, a small badge on the “Message” button will indicate the number of unanswered messages.

You can access those messages by clicking on the “Message” button. If the messaging dialog is already open, messages will load as your screen refreshes (this happens automatically every three seconds). You can reply to your patient by writing a message as described above.

Section 5.1.2 explains how you can send messages to all of your patients at the same time.
5.2.6 Making remote changes to patient device settings

One of the most powerful features in the interaction between the TeleCare Portal and the myHearing App is the possibility of making adjustments to the patient’s hearing aids remotely.

To launch into the process of making remote adjustments, click on the button “Remote Tuning” at the top of the patient profile page.

Depending on whether you have set up the patient’s devices to store changes permanently or temporarily, the way you make these remote adjustments differs. These differences are explained in the following sections.

5.2.6.1 Making remote changes for devices set to permanent storage

When the patient’s device is set to storing changes permanently (recommended), upon clicking the “Remote Tuning” button, the page section will show the following:

- the list of programs on the patient’s device
- a volume modifier
- a sound balance modifier

To the right of the program selection and modifiers, you can see a grid that indicates the extent to which you modified the settings. The midpoint of that grid is the baseline, i.e., what you previously configured the device settings to be in Connexx.
Using the TeleCare Portal

The process for making remote adjustments is as follows:

1. Select the program you want to modify
2. Adjust the volume as desired by clicking on the “plus” or “minus” symbol
3. Adjust the sound balance as desired by clicking on the “Softer” or “Sharper” buttons
4. Click on the “Save & Send” button to send the changes to your patient

In the portal, any modified program will see its name be appended with a star (*), indicating that its original configuration has been altered.

5.2.6.2 Making remote changes for devices set to temporary storage

If your patient’s hearing aids are programmed to store changes temporarily, the hearing aids “forget” the changes after being turned off. That is why the changes are saved within the app and can be reapplied from there. All changes are managed via “Presets”. Presets are a set of modifications (those you define in the portal), that are applied relative to an underlying base program (which you define in the process).

Accordingly, upon opening the “Remote Tuning” section, you are offered two options:

- Create a new preset
- Modify an existing preset

In order to create a new preset, click the “Create New Preset” button. To change an existing preset, select the preset you want to modify from the dropdown menu and click the “Adjust selected” button. In both cases, you will see the same control as for modifying programs in permanent storage mode (cf. section 5.2.6.1).
If your selected base program is the universal program and your patient’s hearing aid supports the Spatial Configurator, you can also adjust the Spatial Configurator.

Please note: Changes made to the Spatial Configurator within a preset will only be applied for 20 minutes after activation of the preset by the patient.

You can now make changes much the same way you would for permanently stored modifications:

1. Select the program you want to modify
2. Adjust the volume as desired by clicking on the “plus” or “minus” symbol
3. Adjust the sound balance as desired by clicking on the “Softer” or “Sharper” buttons
4. Optional: Adjust the Spatial Configurator settings

Any preset will require a name, and so the way changes are saved and sent to the patient device is slightly different:

5. Define a name for the new preset
6. Click on the “Save & Send” button to send the changes to your patient
You can delete a preset by proceeding as follows:

1. Open the patient profile
2. Click on the “Remote Tuning” button
3. In the section “Existing Presets”, use the dropdown field to select the preset you want to delete
4. Click the “Delete selected” button

5.2.6.3 Processing of changes on the patient device

Once you have saved and sent changes, the portal will send them to the patient’s device. The patient will receive a push notification, and – once inside the myHearing App – will be presented with a dialog that allows them to accept the settings.

The patient’s phone will then play multiple, ultra-high frequency sounds (inaudible to most users) to send the changes to the patient’s hearing aids, even while wearing them. (The latter of course need to be near the phone and turned on.) That process takes about 6-8 seconds.
A new preset will be shown to the patient just as any other program in their list of programs in the Hearing Aid section of the myHearing App.
5.2.7 Ending a patient trial

When a patient has completed this acclimatization phase – successfully or unsuccessfully – you can move them to a “closed” status. This will have a number of effects:

- In the patient list, the patient will be moved from the “Open” section to the “Closed” section at the bottom
- No progress will be shown anymore in the patient list

You will still be able to use the messaging and remote tuning features with them.

To move a patient to closed status, please take the following steps:

1. Open the patient profile
2. At the bottom of the screen, click on the “Finish Trial” button
3. Confirm that you want to finish the trial in the dialog that is shown by clicking on “Yes”
5.3 Working with multiple employee accounts

5.3.1 Switching between employee accounts

In order to switch between employee accounts within your practice, please take the following steps:

1. Click on your name at the top of the screen to open the drop-down menu
2. In the drop-down menu, click on the name of the account you want to switch to under “Switch User”

Alternatively, you can also go to the home page and click on the tile with the name and photo of the account you want to switch to.

5.3.2 Assigning patients to a colleague

You may want to assign one of your patients to a colleague, e.g. when you plan to be on vacation. To do so, please take the following steps:

1. Open the patient profile
2. In the top section of the page, next to your name, click on “Switch User”
3. On the following screen, in the section “Hearing Care Professional”, select your colleague’s name from the list
4. Click on the “Save” button at the bottom of the page

By assigning a patient to a colleague, the patient will now see your colleague’s photo and personal information in the myHearing App, and all messages and alerts relating to that patient will be sent to your colleague.
6 Managing TeleCare in Connexx

Please make sure to update your Connexx program to version 8.2 or higher to best be able to benefit from Signia TeleCare. With that latest version of Connexx, a couple of changes become effective.

6.1 Configuring hearing aids for TeleCare

When setting up a patient device initially, you should first enable Signia TeleCare. You can do this in the hearing aid configuration. Open it by selecting “Hearing Instrument” under “Configuration” in the sidebar.

You will then have to decide how changes made via the TeleCare Portal should be stored on the patient device. You can choose between:

- Store changes permanently (recommended)
- Store changes temporarily

The details of these modes are laid out below.
6.1.1 Store changes permanently (recommended)

With this setting, any changes made to the devices via the Signia TeleCare Portal’s remote tuning features are permanently stored in the hearing aids. Restarting the devices keeps the applied settings.

By activating this feature, you can best serve patients that do not want to use the remote control too often. If they perceive their hearing aids as generally too loud/quiet or the sound too soft/sharp, you can further adjust the programs you defined in Connexx. Once your patient activates the updated program, the hearing aids remain in these settings until new changes are applied. Please note that adjustments patients have made themselves via onboard or remote controls will also be remembered after turning the hearing aids off and back on again.

6.1.2 Store changes temporarily

With this setting, any changes made to the hearing aids via the Signia TeleCare Portal’s remote tuning features are only stored temporarily. The hearing aids will always reset to the defined Connexx settings after they are restarted. Adjustments are stored within the app, so the patient can activate them whenever needed.

This setting is recommended for patients that want to use the remote functionality regularly and want to adjust the hearing aids in several specific situations. If your patient perceives the hearing aids as too loud/quiet or the sound too soft/sharp in a specific situation (e.g. restaurant or stadium), you can create and send situation presets. For patients, a preset will look just like a new program and they can apply it whenever they need it. However, they will have to do so every time they turn their hearing aids off and back on. When changes are stored temporarily, it is also possible to adjust the Spatial Configurator remotely (for supported devices).
Managing TeleCare in Connexx

6.2 Working with TeleCare settings in Connexx

When you connect a hearing aid that has received modified settings from the TeleCare Portal to Connexx, you can review those changes and choose to copy them over to your configuration in Connexx or discard them. This is only possible if the device is programmed to store changes permanently.

When you make changes in Connexx, please be sure to follow the instructions on resetting the patient’s myHearing App in the next section.

6.3 Synchronizing settings between Connexx and the TeleCare Portal

If you have made adjustments to the hearing aid settings in Connexx during a follow-up visit, you have likely programmed the device in a way that puts the configuration of the TeleCare Portal and the myHearing App out of sync with those new settings (e.g. changed selection/order of programs).

For that reason, we recommend that you realign the patient configuration on all such occasions.

For one, you should ensure that the selection and order of programs are synchronized with Connexx. If you changed either, please proceed as follows:

1. Open the patient profile
2. Click on “Edit” at the bottom of the page
3. Adjust the selection and sequence of programs
4. Click on “Save”
Next, you should make sure that the patient’s myHearing App is also brought in sync with these changes. To do so, the proceeding differs slightly between devices with permanent and those with temporary storage of settings.

### 6.3.1 Re-alignment of devices with permanent storage

For a device that has been configured to store settings permanently, please take the following steps after each Connexx session:

1. Open the patient profile
2. Click on the “Remote Tuning” button
3. In the section that opens, click on “Reset”
4. Click on the button “Reset to Connexx fitting”

Once you click on the button, the patient receives a notification on their phone as with any other update to their programs. By accepting that update message, the myHearing App will download the current configuration of programs from the TeleCare Portal and reset any active modifications set by the patient via the remote control.

### 6.3.2 Re-alignment of devices with temporary storage

For a device that has been configured to store settings temporarily, no specific re-alignment is required.

Please be aware that the presets previously sent to the patient’s phone will still be available and continue to modify their base programs with the relative adjustments you defined in the Signia TeleCare Portal. If you modified any of the base programs, consider adjusting the presets or deleting them altogether. See section 5.2.6.2 for detailed instructions on adjusting and deleting presets.

### 6.4 Updating the patient’s myHearing App

Whenever you make changes to the program selection or the mode the patient hearing aids are operating in (temporary vs. permanent storage), or when you change the patient’s hearing aids to a different model entirely, the myHearing App needs to be restarted to reflect these changes.

In these situations, please ask the patient to fully shut down their app and to launch it again. In the process, the myHearing App’s launch screen should be shown. Changes will not be reflected on the patient device effective as long as the app is just closed/hidden in the background, but not fully shut down.

We generally recommend this step to be taken after every new Connexx fitting.
This guide has given you a complete overview of the idea and possibilities of TeleCare, and provided you with detailed instructions on how to set up your practice and your patients with the Signia TeleCare Portal and the myHearing App.

While most of the options throughout that process have been reviewed in this guide, some questions may remain, or you may experience a different situation. In this case, please ask your Signia representative or contact Signia support for help at (800) 766-4500.

We wish you great success with Signia’s TeleCare and hope you can achieve all of these benefits:

1. **Excite and motivate your patients.**
   Engaging step-by-step listening exercises and guided assistance help new wearers learn and adapt quickly to their hearing aids, promoting faster acclimatization.

2. **Transparency on patient satisfaction in real time.**
   Structured wearer feedback on individual listening situations and overall ratings provide valuable insights into your patients’ personal progress so you can identify issues and initiate contact or prepare in advance for their visit.

3. **Stay closer to your patients through easy communication.**
   Real-time text, voice, and video CareChat capabilities enable easy and direct communication with your patient so you can troubleshoot any problems quickly and efficiently, saving you time and appointments.

4. **Make your patients happy – wherever they are, wherever you are.**
   The ability to change selected parameters in your patients’ hearing aids remotely via Signia TeleLink™ greatly improves the speed and convenience of minor adjustments. As a result, it helps you to minimize disruptions in the initial adoption period and avoid extra visits to your clinic.

5. **All your patients can experience the benefits.**
   TeleCare is an ideal application for all of your patients as it works with all hearing aids and is optimized for all Signia primax products.
The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases and are subject to change without prior notice.

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