

Follow-up appointments and closing patient trials with TeleCare

Quick Guide for Hearing Care Professionals

Before a follow-up appointment

As a follow-up appointment approaches, have a look at the patient's profile in the TeleCare Portal and the feedback your patient provided (satisfaction ratings and hearing exercises). Assess their overall situation and check whether you have scheduled the right amount of time for the follow-up. Any patient feeling comfortable with their devices may not need all the time scheduled, so you can free up your calendar.

If the patient has not yet provided any feedback, encourage them once more to document their hearing experience by logging daily satisfaction ratings or completing a few of the hearing exercises.

Make sure to remind your patient to bring the device they use for the myHearing™ app.

On the day of the appointment

During the appointment

Take a look at the patient's feedback together. TeleCare offers several ways to demonstrate hearing success and different performance across devices:

- Review hearing exercises.
- Look at the daily satisfaction developments. Take a closer look at how the daily satisfaction might have changed given the patient's devices at the time.
- Check messages regarding feedback on positive/negative experiences.

Changing the patient's hearing aid

In case you fitted the patient with different hearing aids:

1. Open the patient profile and click on "Edit" at the bottom.
2. Change the hearing aids in the "Device Settings" section and "Save".

Device Settings (Please ensure the same configuration as in Connexx)

Right Device* **Left Device***

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Silk 7px Silk 7px

Device Settings

Store changes permanently (recommended) Store changes temporarily More Info

Changing the hearing aid programs

1. Open the patient profile and click on "Edit".
2. In the "Hearing Programs" section, make sure the list of programs is still identical to those you have programmed on the patient's hearing aids and "Save".

Hearing Programs

Program 1: Universal Program 2: Noisy Environment Program 3: Tv

Program 4: HD Music - Live Program 5: Outdoor Sports Program 6: Tinnitus

Cancel Save

If your patient's device is configured to temporary storage of changes, removing a program will also remove presets related to that program.

At the end of the appointment

Ensure that the patient fully closes the myHearing app¹ and starts it again. This process recalibrates the myHearing app to work with your latest changes to the hearing aid selection and/or device programming.

Encourage your patient once more to continue using the myHearing app to provide you with feedback. As the one working with this feedback, make sure you let your patients know what type of feedback is most important to you and how your patient can best capture it in the myHearing app.

How TeleCare helps you win patients

With TeleCare, you have new tools at your disposal that can help you convince a patient that the devices they are trying are right for them – and close the deal at the same time.

- Convince your patient
 - Use the daily satisfaction chart to show your patient that the acclimatization went well and that their overall satisfaction is clearly evident.
 - Revisit the hearing lessons to show your patient that they have experienced all important hearing situations.
 - Review the educational lessons to demonstrate that everything needed for a confident wearing experience has been covered by myHearing.
- Sell the best performance
 - If your patient wore different hearing aids during their trial, you will be able to reveal differences in patient satisfaction in the daily satisfaction chart. Point these out to your patient to show how better technology improved their hearing experience.
 - Pick up on low ratings of hearing lessons to encourage patients to give higher performance level devices that offer additional capabilities a try to address the shortcomings they experienced.

¹ Fully closing the myHearing app on iOS and Android:

- Open up the gallery of active apps on the device.
 - On iOS: Double-press the Home button
 - On Android: Press and hold the Overview button
- Slide the myHearing app off the screen (on Android alternatively tap on the “X”). This closes the app entirely. Now start the myHearing app again by tapping on the app symbol.

Ending a patient trial

Once your patient has reached the end of their trial period, we recommend “closing” their patient profile. This helps you maintain a better overview of your patients currently in a trial.

What happens when a patient is closed?

On closing a patient, several things change:

- You will be asked to log if the patient kept the hearing aids.
- Your patient will receive a push message in the myHearing app, depending on how you answer the question about the successful outcome of their trial:
 - Yes: “We are delighted that you are keeping your hearing aids and look forward to working with you in the future.”
 - No: “We are sorry that you did not keep your hearing aids. Should you change your mind in the future, please feel free to contact our practice.”
- The “My Hearing Success” section in their myHearing app won’t be shown anymore.
- The “My Hearing Aid” screen will be the new default screen.
- On your “Patients List” the patient will be moved from the “Open” list to “Closed” at the bottom of the screen, allowing you to focus more on the patients currently in their trial periods.

How to continue using TeleCare after closing a patient?

Several TeleCare features will continue to be available for use just as before:

- Keep exchanging messages with your patient.
- Advanced Remote will be still available.
- Once the patient is “closed” you can select them specifically - together with all other closed patients - in the “Send message to all” feature.

