

Integrating TeleCare into your day-to-day routine

Quick Guide for Hearing Care Professionals

With TeleCare, you have a powerful tool at your disposal that allows you to:

- learn about the overall satisfaction of your patients throughout their trial period
- communicate directly with them
- solve their problems quickly, e.g., by remotely adjusting their device settings

This guide shows you how to make the most of these options in the most practical and efficient manner. It lays out several best practices for using TeleCare without any disruption to your day-to-day routine.

Basic principles

There are four key ways to reap the benefits TeleCare offers:

- o **Use patient feedback to optimize your care**
You can better assess where to spend your time and how with the feedback collected from patients using TeleCare. Use the information to improve your scheduling, focus on your patients' main concerns faster and more accurately, and to offer a level of patient care they will greatly appreciate.
- o **Use it on your own terms**
There is no need to always stay signed in to TeleCare or constantly check what is going on. You can easily use TeleCare at your convenience - whenever and wherever you want. Use the text message and email alert function to receive notifications about new patients' messages if you wish. Otherwise, screening the TeleCare Portal once or twice a day, e.g., in the morning and shortly before you close out, will generally suffice.

- o **Involve your front desk staff**
Have your front desk staff help set your patients up while they wait, and screen feedback they provide and messages sent. Your staff can point you to the cases requiring the most attention and help you focus on essential issues.
- o **Deliver your service from wherever you want**
TeleCare remote services let you decide from where you want to serve your patients. Thanks to fewer follow-up appointments, you might consider taking some time off during the week to deliver TeleCare services from home.

The following sections explain in more detail how you can apply these principles throughout your process.

Situation Summaries

This section lays out the situations for which you will typically use TeleCare and gives you a summary of what to achieve and how, and with how little effort this is possible once you are familiar with TeleCare.

First Fitting

Goals	Create a patient profile Set up patient with myHearing app	5 minutes/patient
Who	Front desk staff, provider, patient	
Pro tip	Have your front desk install the app for your patient and explain it to them	

Review patient progress daily

Goals	Get an overview of your patients' progress Identify need for action	2 minutes/patient
Who	Front desk staff, provider	
Pro tip	<ul style="list-style-type: none">• Make it a habit to screen the patient list on the portal at the same times each day (e.g., morning and evening)• Use alerts to be notified of patient messages when you are not using the portal• Have your front desk screen the portal	

For the first time, enjoy the comfort of knowing that everything is going well for your patients every day when you leave the office.

Respond to patient needs

Goals	Resolve patient issues	1 minute/patient (per case)
Who	Provider	
Pro tip	Use TeleCare's tools (feedback, messaging, remote tuning) to assess a patient situation and make necessary adjustments in scheduling and/or device settings	

See how the time you save for both yourself and your patients, by being better informed and able to react to their needs quickly, adds up!

Prepare for a follow-up appointment

Goals	Resolve patient issues	2 minutes/appointment
Who	Front desk staff, provider	
Pro tip	Optimize the timing of appointments by screening patient progress: <ul style="list-style-type: none">• Consider adjusting the length of appointments based on patient feedback• Prepare documents and claims forms based on patient feedback	

In a follow-up appointment

Goals	Understand patient issues and positive experiences, make patient aware	No extra effort
Who	Provider	
Pro tip	Use the information in the TeleCare portal to review your patient's progress with their own feedback to make follow-up appointments much more personal and convenient.	

At the end of a patient trial

Goals	Get an overview of your patients' progress Identify need for action	30 sec/patient
Who	Front desk staff, provider	
Pro tip	Document your overall success by indicating if the trial was successful or not, simply by clicking two buttons: "finish trial" and "Yes" or "No".	

