



BAA HEADS OF SERVICE – REMOTE PROGRAMMING IN THE NHS

GN Hearing UK Ltd

The Ambio product available on NHS contracts throughout the UK works directly with a smart device app called BeMore, this app allows patients to personalise their hearing aid settings and enables self-management of their hearing loss. This app also has a built-in function called GN Assist. This allows patients to send a request to their Audiologist via their smart phone/tablet with details of the problems they are having, they will then receive new settings which they can download at home and either accept or revert back to their previous settings.

An example of a SOP for use of this system has kindly been shared by Adam Beckman at University Hospitals Plymouth NHS Trust (see above) and for more information please see <https://danalogic.co.uk/>

Oticon

Oticon RemoteCare enables you to communicate with your patient and to make real-time adjustments to your patient's hearing instruments remotely.

Oticon RemoteCare is a great way to:

- Conduct follow-up appointments
- Offer online counselling or support for routine adjustments
- Save patient's time by offering a flexible service that can reduce the need to come into your clinic
- Offer a convenient service for patients who live far away or have difficulties getting to your clinic
- Support clients during the first days and weeks with their new hearing aids

Oticon RemoteCare is compatible with Oticon hearing aids with TwinLink (i.e. 2.4GHz Bluetooth). From an NHS perspective these include the ASG approved products Oticon Engage, Opn Play, Xceed and Xceed Play available direct from Oticon (whilst NHSSC continue set-up of codes).

Further information is available from Oticon or through the hyperlink below

<https://www.oticon.com/professionals/tools-and-support/remote-care>

Sivantos

Signia TeleCare can be signed up to following any hearing fitting, without the client present. All your Signia patients are therefore eligible for TeleCare services even if you haven't used TeleCare before and this can be used with the NHS Signia Contrast+ aids. TeleCare 2.0 allows for fine-tuning of the patients hearing aid through the Signia TeleCare online portal. This provides basic adjustments without the need of the patient being present in a live appointment. Setting changes are made online and are sent to the clients' app where they will download the changes to the hearing instruments.

Please watch the following webinar [HERE](#) to learn more about Signia TeleCare or Call our Technical Support department on 01293 423700 for more information.