



BAA HEADS OF SERVICE – REMOTE PROGRAMMING IN THE PRIVATE SECTOR

GN Hearing UK Ltd

All Resound LINX3D/ENZO3D and Resound Quattro/ENZOQ wireless products work directly with a smart device app called Smart 3D. 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 Resound 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.

In addition to this there is now also the option of Resound Assist Live in all Resound LINX3D/ENZO3D and Resound Quattro/ENZOQ products. This will enable live video consultations to facilitate remote fitting as well as remote fine tuning of hearing aids.

For more information please see <https://www.resound.com/en-gb/hearing-aids/assist>
<https://www.resound.com/en/hearing-aids/assist/assist-live> or contact customerserviceuk@gnresound.com.

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 in-to 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).

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. Signia has two TeleCare options for clients depending on the instruments they are wearing. 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. TeleCare 2.0 works with all Signia instruments from the Primax platform onwards.

TeleCare 3.0 provides the next level of TeleCare service with a virtual appointment through Connexx. A video call or voice call is made to the client and settings are changed "live" whilst the client is on the line. Telecare 3.0 offers the full power of Connexx to make changes to the instruments. TeleCare 3.0 can only be used with Bluetooth Instruments

Please watch the following webinar <https://register.gotowebinar.com/recording/2783640590949733388> to learn more about Signia TeleCare or Call our Technical Support department on 01293 423700 for more information.

Widex

WIDEX REMOTE CARE™ is an appointment-based system, allowing for the Hearing Care Professional to provide remote fitting, fine-tuning, and counselling services for Widex wireless hearing aids within Compass GPS fitting software.

WIDEX REMOTE CARE™ can be used for DREAM, UNIQUE, EVOKE, MOMENT and future platforms. (It is not compatible with CIC-m hearing aids.) The client downloads the WIDEX REMOTE CARE™ app which is available for both Android and iOS devices and has a REMOTE LINK™ interface (supplied by the HCP) to access the services.

GOALS OF WIDEX REMOTE CARE™ is to increase efficiency and save time for both the Hearing Care Professional and the client.

For more information please visit <https://www.widex.pro/en/products/remote-hearing-aid-fitting>.

Phonak

For information on Phonak Remote Support please visit <https://www.phonakpro.com/com/en/support/other-support/esolutions-support/remote-support/overview-remote-support.html>

Starkey

On all Starkey Livio products there is a store and forward remote programming approach that can be used to finetune hearing aid fittings. Store and forward has the advantage that you do not need to be online at the same time as your customer as they send you the finetuning request from their Thrive App and you respond and send the alterations back to the customer when you have the opportunity.

The system can be set up at the time of fitting or is set up after the fitting using the App and a code that the HAD gives the customer over the phone.

All the information on using this technology on: <https://betterhearing.starkey.co.uk/starkeypro/>

If you want anymore information please contact customerservice@starkey.co.uk or telephone: 0800 042 0426