



Remote Hearing Aid Programming

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Benefits of Remote HA Programming

- Improved access (rural areas)
- Cost/time efficiencies for families
- COVID friendly service delivery model
- Patient demand




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Remote Hearing Aid Programming Considerations

- When deciding to add tele-audiology there are many considerations which include:
 - Is there a need?
 - Can you be paid?
 - Can you offer seamless integration into your other services?
 - Do you have a protocol that everyone can follow that allows for this seamless integration into your existing practices?



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Hearing Aids Remote Options

- HA consultations
- HA troubleshooting
- HA hearing aid programming
- HA Aural rehab/patient information




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Hearing Aids Programming Pilot

- Disclosure: We love Oticon as well as our other HA partners...
- HA programming: Oticon pilot
 - Study using three remote follow-up appts to see if this increases HA use/patient satisfaction



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Steps to Prepare the Family

MyChart at Rady Children's

- Get MyChart
- Get Oticon app: Oticon RemoteCare
- Be sure that both hearing aids are paired to the phone AND can connect to the hearing aids via app
- On-line questionnaire before and after 3 telemed visits



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Patient Questionnaire

- Q1-8 address name, age, degree of hearing loss, style of amplification, duration of hearing aid use.
- For 9-21 Subjects answered: Not at all True, Somewhat True, Very True
 - Q9. I feel confident with my knowledge of my child's hearing aids
 - Q10. I feel confident in troubleshooting my child's hearing aids when they stop working
 - Q11. I feel confident in managing the care of my child's hearing aids

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- Q12. The quality of the discussions through the remote hearing care appointments will be/were as useful as the clinic/hospital appointment
- Q13. The audiologist will be/were able to address my concerns through the remote hearing care appointments
- Q14. When using remote hearing care, I will/did feel comfortable discussing my child's hearing care
- Q15. The remote hearing care technology will be/was easy to use.
- Q16. During the remote hearing care appointment, I will/did feel engaged and connected with the audiologist
- Q17. Overall, the remote hearing care appointments will be/were useful.

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- Q18. When appropriate, I will/would want to use of the remote hearing care for future appointments.
- Q19. After you have finished the study, please share with us your overall impressions of remote hearing care. What you liked, did not like, and what you could imagine for the future!
- Q20. Would you be interested in participating in a short, phone interview after you participate in the study?
- Q21. You indicated you would be interested in participating in a short phone interview. Please enter an email address where we can reach you to arrange the interview.

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Scheduled Appointments



- -1st Hearing aid follow-up (HAFU) for 60 min
- -2nd HAFU for 30 min, 2 weeks after the 1st HAFU
- -3rd HAFU for 30 min, one month after the 2nd HAFU

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Day of the Appt

- Provide family instructions for day of appointment:
 - Log into MyChart: make sure to check in (go to "visit" and click on the appointment, then click "check in")
 - Log into Oticon RemoteCare and start the appointment (make sure to follow up the prompts in the app to pair the hearing aids)



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Remote Care Appointment Content

- Access and record data-logging on hours of use.
- Discuss current successes and challenges with hearing aid use informally or via patient age-appropriate questionnaire
- Reprogram aids as needed
- Parents rate hearing aid usage with their child. Information sharing knowledge building/ Q&A.

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DEVICE	DEVICE FEATURES	NAME OF APP	HOW TO CONNECT TO DEVICES	HOW TO SEND TO DEVICE	NOTES	
HEARING AID	Model: Hearing Aids Audiologist: Julian M. Brown, M. Maria M. Vazquez, Susan B. Grant Audiologist: Julian M. Brown, M. Maria M. Vazquez, Susan B. Grant	MyHearing	Check for a good battery level	Open the MyHearing app Go to the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app
PHONE	Smart Phone (Android/iOS)	MyHearing	Check for a good battery level	Open the MyHearing app Go to the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app
TABLET	Smart Phone (Android/iOS)	MyHearing	Check for a good battery level	Open the MyHearing app Go to the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app
SMART TV	Smart TV (Android/iOS)	MyHearing	Check for a good battery level	Open the MyHearing app Go to the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app	Send to the MyHearing app Click on the MyHearing app Click on the MyHearing app Click on the MyHearing app

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1st Visit

- Review Audio/BAER results
- Do the earmolds fit?
- Can/has the family:
 - Connected via bluetooth
 - Downloaded and use the app?
 - Use remote accessories?
 - Use the supplies?
 - Change battery?
 - Insert/remove the aid(s) and earmold(s)?
 - Troubleshoot if something were to be able working?
- If able to connect:
 - Check data logging
 - Re-program as necessary

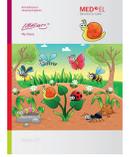


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2nd Visit

- Check data-logging
- Check on current issues/barriers to HA use
- Re-program as needed
- Complete an age-appropriate questionnaire
 - The LittleEars Auditory Questionnaire
 - The Parents' Evaluation of Aural/Oral performance of Children (PEACH)
 - The Meaningful Auditory Integration Scale (MAIS)
 - Preschool Sifter/Sifter/Classroom Participation Questionnaire



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3rd Visit

- Check data-logging
 - Has the child's HA usage increased?
 - Has their usage of the app or other Bluetooth features increased?
- Check on current issues/barriers to HA use
- Re-program as needed



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3rd Visit Continued

- Does the family:
 - Understand their child's hearing loss?
 - Understand how the hearing aids work?
 - Understand how to trouble shoot the hearing aids?
 - Understand how to utilize the bluetooth technology?
 - Demonstrate increased/no change/decreased usage of the remote technology?



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