

1. This document was created to support maximum accessibility for all learners. If you would like to print a hard copy of this document, please follow the general instructions below to print multiple slides on a single page or in black and white.
2. This handout is for reference only. Non-essential images have been removed for your convenience. Any links included in the handout are current at the time of the live webinar, but are subject to change and may not be current at a later date.
3. Copyright: Images used in this course are used in compliance with copyright laws and where required, permission has been secured to use the images in this course. All use of these images outside of this course may be in violation of copyright laws and is strictly prohibited.
4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
5. Need Help? Select the “Help” option in the member dashboard to access FAQs or contact us.

How to print Handouts

On a Mac

- Open PDF in Preview
- Click File
- Click Print
- Click dropdown menu on the right “preview”
- Click layout
- Choose # of pages per sheet from dropdown menu
- Checkmark Black & White if wanted.

On a PC

- Open PDF
- Click Print
- Choose # of pages per sheet from dropdown menu
- Choose Black and White from “Color” dropdown

No part of the materials available through the continued.com site may be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form, in whole or in part, without prior written consent of continued.com, LLC. Any other reproduction in any form without such written permission is prohibited. All materials contained on this site are protected by United States copyright law and may not be reproduced, distributed, transmitted, displayed, published or broadcast without the prior written permission of continued.com, LLC. Users must not access or use for any commercial purposes any part of the site or any services or materials available through the site.

A solid red square is located in the bottom left corner of the page.

Hear now. And always



Your Care Anywhere: Cochlear™ Remote Assist for Nucleus

Kyle Longwell

Senior Product Manager, Connected Care Innovation

FOR PROFESSIONALS

Learning Outcomes

After this course, participants will be able to:

- ✓ identify patients who may benefit from the use of Remote Assist for Nucleus
- ✓ list the steps of Remote Assist and explain how to use it
- ✓ describe how to use Remote Assist in conjunction with other Remote Care tools to provide patient-centered care within a clinical model



A Changing Industry

Develop your own protocol

Consider broader implications of hearing loss
(e.g., cognition)

Work with increasingly complex technology

Maintain patient satisfaction and outcomes

See more patients in less time

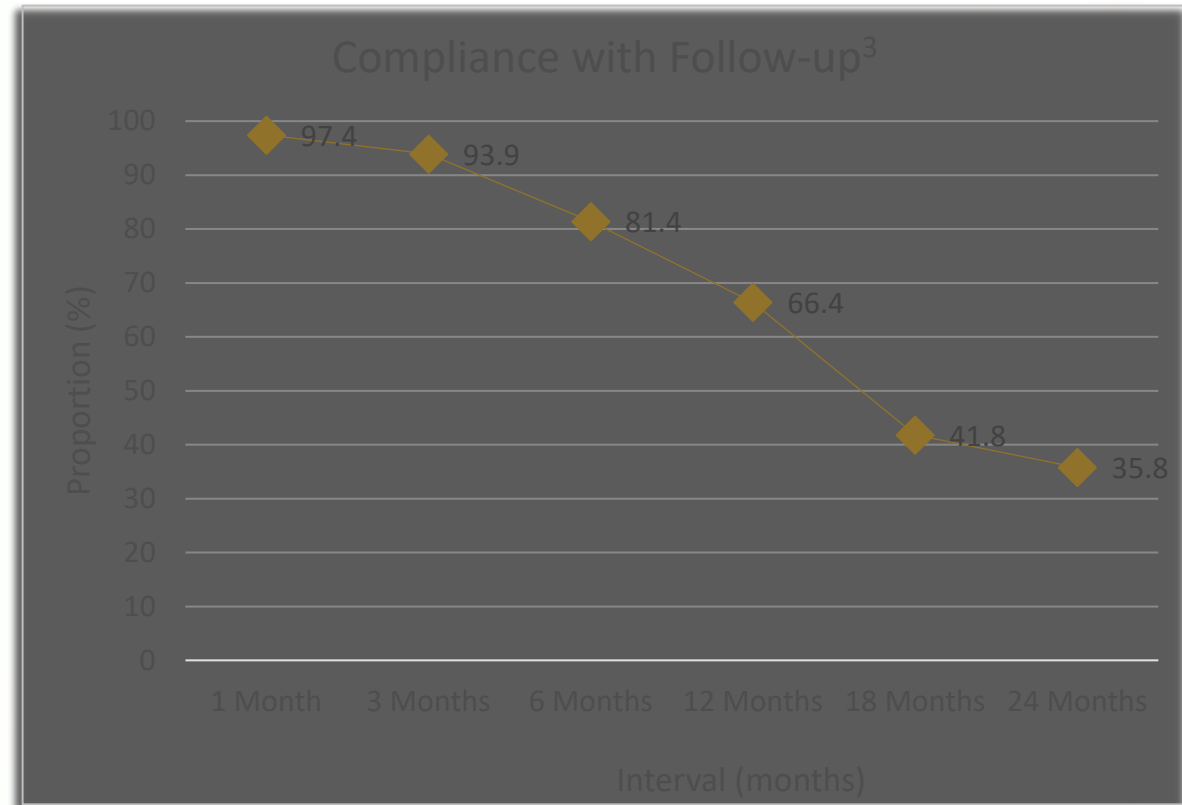
Changing healthcare landscape



Changing Care Models

- Current models for care after CI surgery recommend a time-based paradigm with annual follow up¹
- Little evidence exists to support the need for a time-based model²
- Real world compliance with this type of model can be less than 40% after two years³
- Studies suggest a performance-based model might allow clinics to identify those who need less intense follow up and free up time for others who need closer follow up³

- 1) Beiter A, Eisenberg LS, Entwistle LK et al (2019) Clinical practice guideline: Cochlear implants. American Academy of Audiology
- 2) Grisel J, Miller S, Schafer EC. (2021) A novel performance-based paradigm of care for cochlear implant follow up. *Laryngoscope*, <https://doi.org/10.1002/lary.29614>
- 3) Shapiro SB et al (2021) Real-world compliance with follow up in 2,554 cochlear implant recipients: An analysis of the HERMES Database. *Otol Neurotol* 42:47-50.



*'[A performance-based follow up paradigm] would allow valuable clinic resources to be devoted to the patients who need it most, while allowing stable patients to enjoy a more relaxed follow up schedule.'*³

Inspired by connecting people with care

Connected Care transforms how people connect with care across different care settings – from the surgical suite to the clinic, and into a patient's everyday life.

Connected Care solutions give you the flexibility to **customize patient care, increase clinic efficiency and maximize your time** – so you can focus on what matters most.

Connected Care support patients at every stage of their journey



Surgical Care

Surgical Care solutions are designed to enhance patient outcomes through intraoperative tools and insights, and improve the surgical experience.

Self-managed Care

Self-managed Care solutions empower patients to proactively manage their hearing in everyday moments and build listening skills.



In-clinic Care

In-clinic Care solutions streamline patient management and care, giving clinicians the time and flexibility to optimise every appointment.

Remote Care

With Remote Care clinicians can monitor patients and deliver quality care when it's needed, without a trip to the clinic.

Did you know...

63%

of adults with hearing loss (average age of 70) agreed they would use remote care if offered by their clinician¹

10 minutes

clinicians reported it took as little as 10 minutes to review Remote Check results³

22 minutes

is the average time for a clinician to complete a Remote Assist session²

93%

Of patients said they would use Remote Assist again with their professional⁴



1) Cochlear Limited. D1926565 Cochlear Telehealth Study – December 2020

2) Interim Remote Assist Nucleus CMR Survey data- May 2022.

3) Cochlear Limited. D1803506. Global Remote Check Pilot Clinician Evaluation – October 2020

4) Interim Remote Assist Nucleus CMR Survey data- May 2022

Hear now. And always

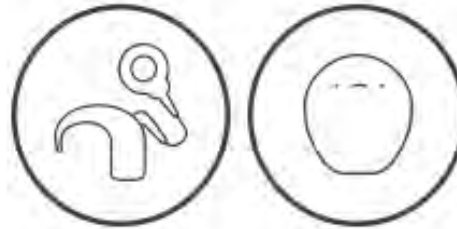


Cochlear™ Remote Assist for Nucleus

Cochlear's Remote Care portfolio

*"It takes the stress away, if you like,
of going all the way to the clinic."*

Katie, Recipient of Remote Care



For compatible* Cochlear™
Nucleus® Sound Processors.

Includes:

- Remote Check**
- Remote Assist



For Cochlear Baha® 6 Max
Sound Processors.

Includes:

- Remote Assist

*For sound processor and app compatibility information visit www.cochlear.com/compatibility

**Remote Check and Remote Assist for Nucleus are intended for ages 6 and older. Remote Check and Remote Assist features are only visible and accessible if they are enabled by a clinician. Clinicians should consider the suitability of the feature before enabling Remote Check and Remote Assist. Remote Check does not replace clinical care and does not involve remote programming of the sound processor. Clinic must be enrolled in Remote Care to participate.

Quality care, anywhere

Research shows that remote synchronous audiology services can provide

equivalent quality of care
as traditional face-to-face visits¹⁻⁴

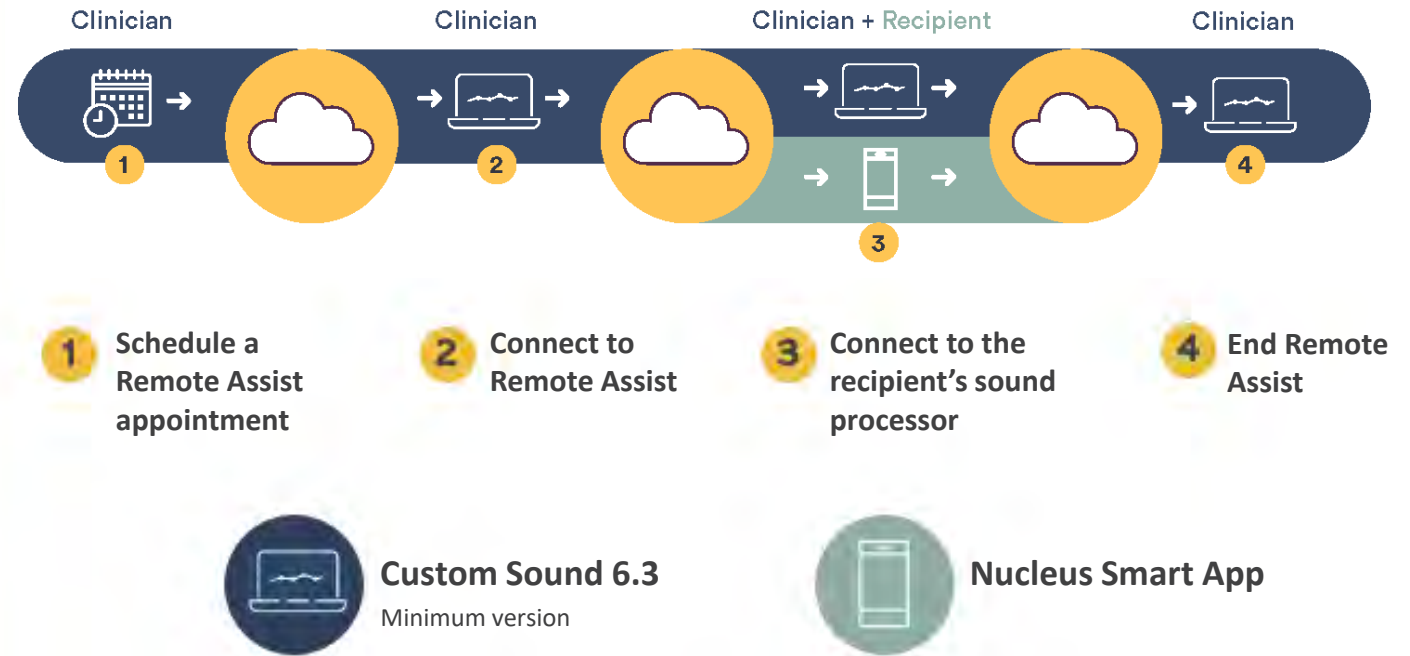
1. Miller A, Standaert L, Stewart E, June KS. Digital Service Delivery with AudiogramDirect : being there for your clients when you can't be with. Phonak F Study News. 2020. Available from https://www.phonakpro.com/content/dam/phonakpro/gc_hq/en/resources/evidence/field_studies/documents/PH_FSN_Digital_Service_Delivery_with_Audiogram_Direct_297x210_EN_V1.00.pdf. [Accessed January 6, 2021]
2. Slager HK, Jensen J, Kozlowski K, et al. Remote Programming of Cochlear Implants. Otol Neurotol. 2019;40(3):E260-E266.
3. Sonne M, Balling LW, Nilsson EL. Right at Home: Remote Care in Real Life. Hear Rev. 2019. Available from: <https://www.hearingreview.com/practice-building/office-services/telehealth/right-home-remote-care-real-life>. [Accessed January 6, 2021]
4. Venkatesan A, Carr G. Could teleaudiology be the answer for teens? Phonak F Study News. 2019. Available from: https://www.phonakpro.com/content/dam/phonakpro/gc_hq/en/resources/evidence/field_studies/documents/fsn_pediatric_could_teleaudiology_be_the_answer_for_teens1.pdf. [Accessed January 6, 2021]

Cochlear™ Remote Assist

Cochlear Remote Assist enables video appointments between hearing implant patients and their hearing health professional. Using the Nucleus Smart App on their compatible smartphone, patients can access real-time care from their hearing health professional at a convenient time and place, without visiting the clinic.

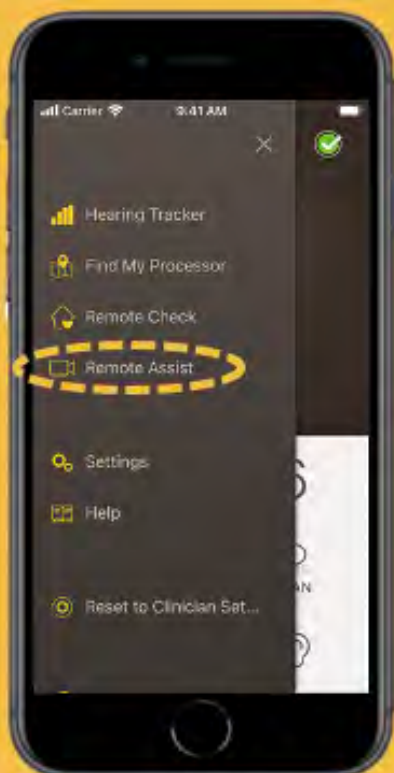


How Remote Assist works



ENROLLMENT WORKFLOW

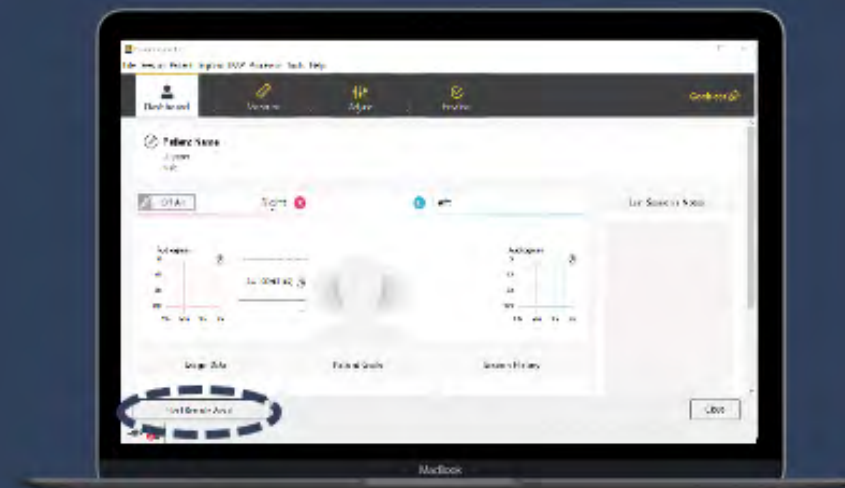
Enroll patient into Remote Care using myCochlear Professional (mCP).
Patients already enrolled into Remote Check will automatically have access to Remote Assist



PATIENT

Remote Assist will appear in the Nucleus Smart App menu where the patient can join a session

PROFESSIONAL



'Start Remote Assist' will appear on the patient dashboard in Custom Sound Pro software where you can join the session

Remote Assist for Nucleus



Recipient Steps

1. Log into Nucleus Smart App with your Cochlear Account
2. Connect the Nucleus sound processor to the app
3. Join the Remote Assist session at the appointed time by clicking on Remote Assist in the Smart App and wait for clinician to arrive



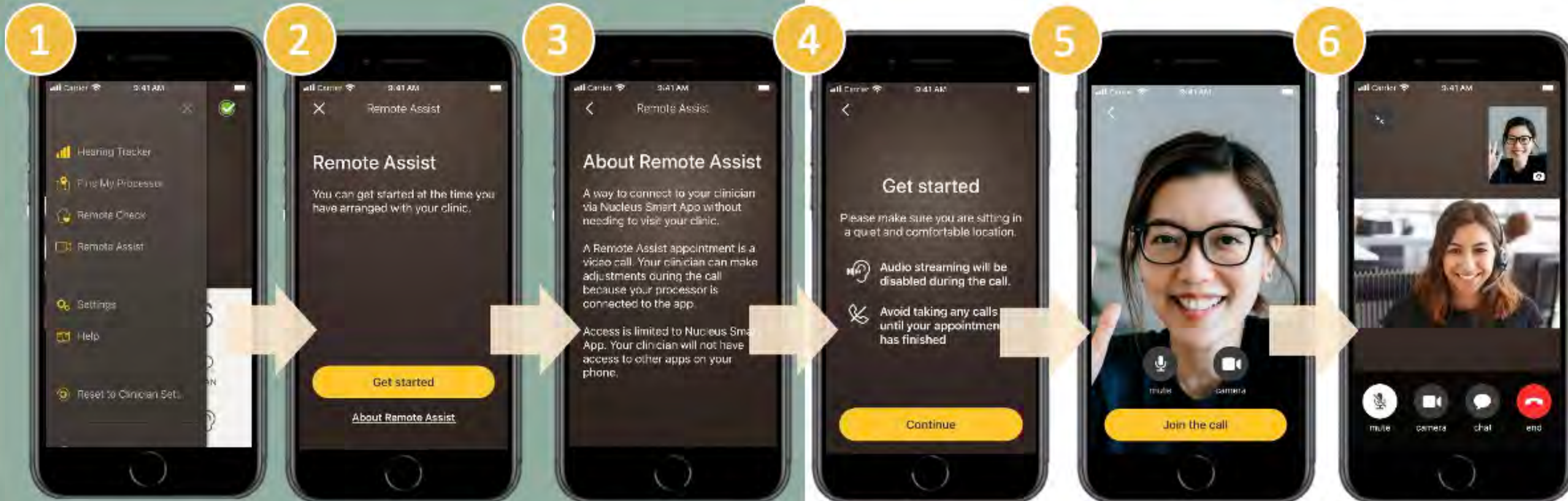
RECIPIENT GET STARTED GUIDE



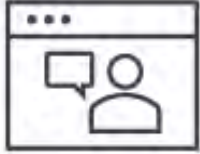
FUN3956

NOTE: A REMOTE ASSIST SESSION CANNOT BE INITIATED BY THE RECIPIENT. HOWEVER, THERE ARE PAGES THAT INFORM, AND HELP PREPARE THE RECIPIENT AHEAD OF A SESSION IN THE APP

How the patient joins a Remote Assist session



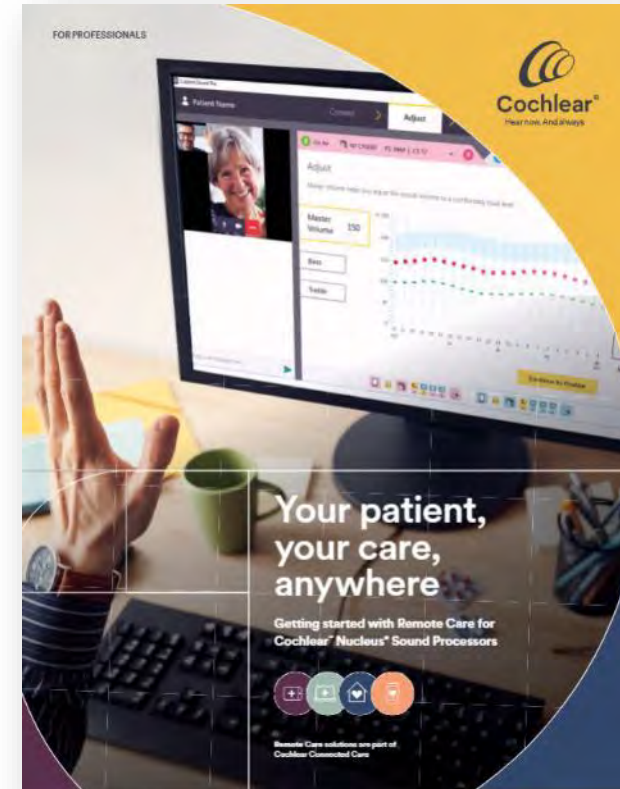
Remote Assist for Nucleus



Clinician Steps

1. Log into the fitting software with your myCochlear™ Professional (MCP) account and navigate to the patient's dashboard
2. Click on the “Join Remote Assist” button
3. Wait for the patient to join (if they haven't already)
4. Connect to the processor and make any adjustments as needed
5. Finalize and end session

PROFESSIONAL GET STARTED GUIDE



FUN4669

Remote Assist Professional workflow



Remote Assist 'Adjust' screen



While live, make global adjustments to existing MAPs retrieved from the sound processor

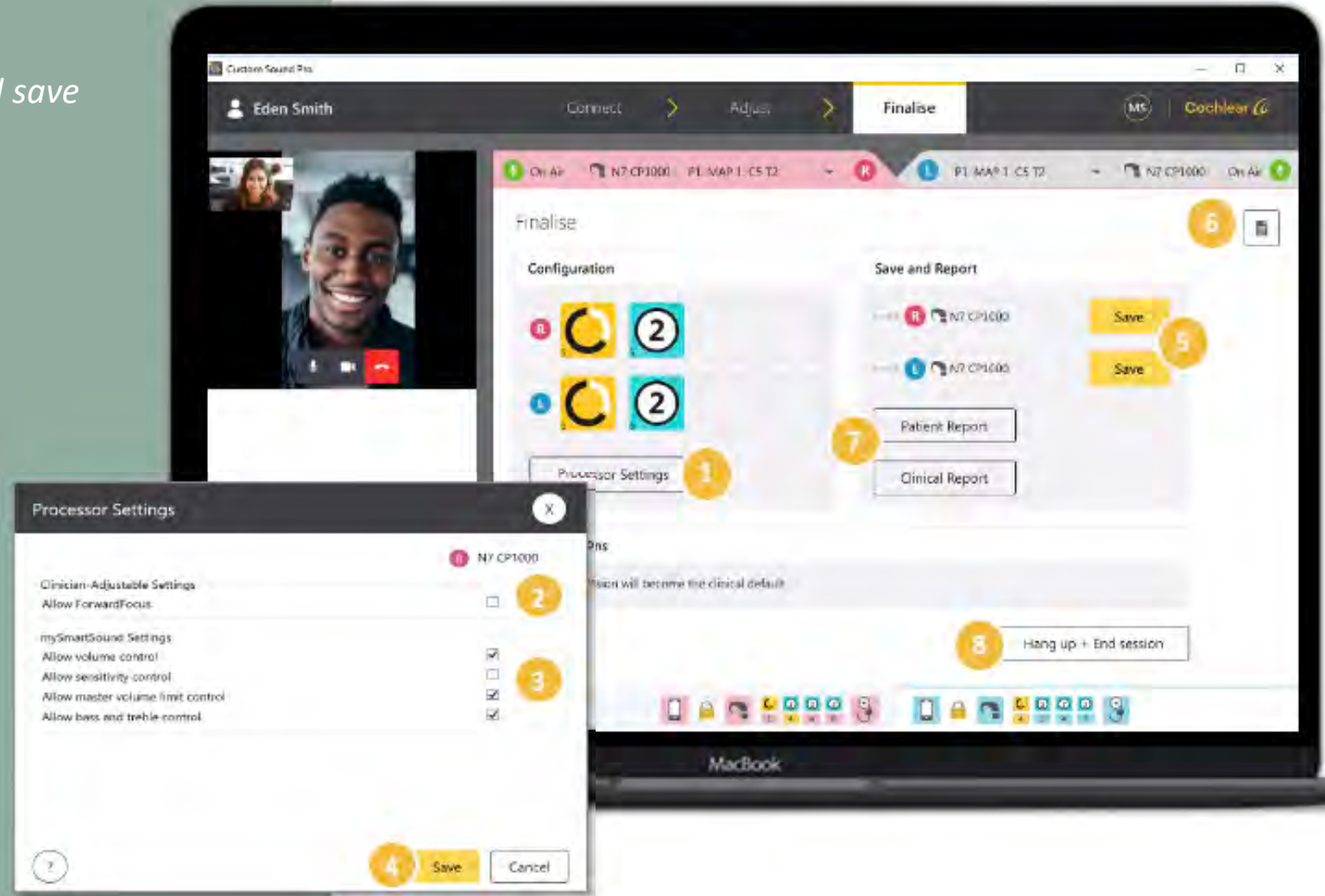
- 1 Observe patient via video or virtually inspect their equipment
- 2 Text chat to patient
- 3 Compare MAP's
- 4 Make Master Volume, Bass and Treble adjustments
- 5 Go On Air with any MAP's in the sound processor(s)
- 6 Toggle between Custom Sound Pro and Remote Assist windows
- 7 Enter session notes



Remote Assist 'Finalize' screen

Activate or deactivate processor settings and save changes directly to the processor

- 1 Enable or disable processor settings
- 2 Enable or disable ForwardFocus*
- 3 Enable or disable mySmartSound™ settings
- 4 Save processor settings
- 5 Save MAP's to the processor(s)
- 6 Enter session notes
- 7 View or print MAP reports
- 8 End Remote Assist session



*ForwardFocus can only be enabled by a hearing implant specialist. It should only be activated for users 12 years and older who are able to reliably provide feedback on sound quality and understand how to use the feature when moving to different or changing environments. It may be possible to have decreased speech understanding when using ForwardFocus in a quiet environment.

- New MAP's cannot be created in Remote Assist – **only adjustments to existing MAP's**
- MAP's will not be saved to the patients Sound Processor until 'Save' button selected on finalize screen
- MAP's saved with Remote Assist will overwrite current MAP in program – **MAP adjustments in Remote Assist cannot be saved as a new program**
- **We recommend enabling MVBT** for self-managed care. The patient then has the ability to make slight alterations to their MAP after your Remote Assist session if required

Saving MAP's in Remote Assist

NOTIFICATIONS

During a Remote Assist session, the software will provide notifications about specific events or actions

PATIENT

- When the clinician starts the session and is waiting for the patient to join.
- When a sound processor loses connection to Remote Assist
- When the video quality is poor
- When MAPs are being saved to the processor
- When the clinician exits Remote Assist

PROFESSIONAL

- When a sound processor is disconnected, or the coil is removed
- When the patient mutes their microphone
- When the patient exits Remote Assist
- When the video quality is poor
- When compliance limits are reached during global adjustments



Hear now. And always



Global Adjustments and Self-managed Care



Global Adjustments - Use MVBT to make MAP adjustments

- Connection to the processor is made via the Nucleus® Smart App
- While live, make global adjustments to existing MAPs using Master Volume, Bass and Treble
- Offers MAP adjustments in real-world conditions
- Supports remote troubleshooting

Benefits of using Global Adjustments

- ✓ Master Volume, Bass & Treble account for **98% of the variance** in MAP profiles
- ✓ MAP levels typically stabilize within the first year of device use **and then remain stable** so ongoing measurement is not always needed
- ✓ Most **routine MAP's** can be checked successfully using Global Adjustments
- ✓ Clinician-controlled adjustments delivered remotely in a **real-world context** may assist with MAP optimisation and troubleshooting

Smootenburg GF. Cochlear Implant Ear Marks; Cochlear Implant Ear Marks. University Medical Center Utrecht. 2007:15-34.

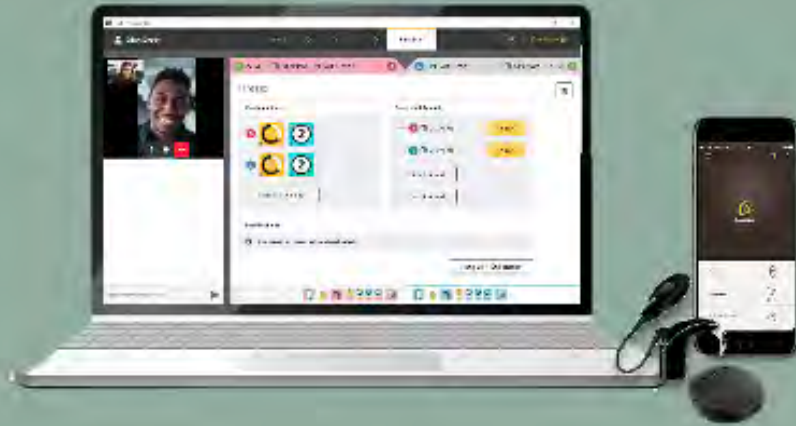
Wesarg T, Battmer RD, Garrido LC, Dillier N, Garcia-Ibáñez L, Hey M, Macias AR, Irujo AH, Morsnowski A, Offeciers EF, Zarowski A. Effect of changing pulse rate on profile parameters of perceptual thresholds and loudness comfort levels and relation to ECAP thresholds in patients of the Nucleus CI24RE device. International Journal of Audiology. 2010; Oct 1;49(10):775-87.

Henkin Y, Kaplan-Neeman R, Muchnik C, Kronenberg J, Hildesheimer M. Changes over time in electrical stimulation levels and electrode impedance values in children using the Nucleus 24M cochlear implant. International journal of pediatric otorhinolaryngology. 2003; Aug 1;67(8):873-80.

Gajadeera EA, Galvin KL, Dowell RC, Busby PA. Investigation of electrical stimulation levels over 8 to 10 years Post-implantation for a large cohort of adults using Cochlear implants. Ear and hearing. 2017; Nov 1;38(6):736-45.

Hughes ML, Vander Werff KR, Brown CJ, Abbas PJ, Kelsay DM, Teagle HF, Lowder MW. A longitudinal study of electrode impedance, the electrically evoked compound action potential, and behavioural measures in nucleus 24 cochlear implant users. Ear and Hearing. 2001; Dec 1;22(6):471-86.

Incerti PV, Ching TY, Hou S, Van Buynder P, Flynn C, Cowan R. Programming characteristics of cochlear implants in children: effects of aetiology and age at implantation. International Journal of Audiology. 2018; Mar 23;57(sup2):S27-40.



Remotely enable or disable processor settings

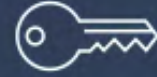
- Enable or disable ForwardFocus and/or mySmartSound settings for patient use in the Nucleus Smart App
- Offers patient control of processor and MAP adjustments while on the go to improve comfort and sound quality
- Supports remote troubleshooting

Benefits of Self-managed Care

- Patients are exposed to a range of **different hearing situations** everyday
- The **Nucleus Smart App** has a range of options to support patients in proactively managing their device settings to optimise their hearing outcomes in everyday moments
- **ForwardFocus*** gives your patients an easy and discreet way to adjust their hearing in noisy situations and focus on what matters
- **mySmartSound** extends patient control of MAP settings and enables sound quality adjustments to MAPs while on the go

*ForwardFocus can only be enabled by a hearing implant specialist. It should only be activated for users 12 years and older who are able to reliably provide feedback on sound quality and understand how to use the feature when moving to different or changing environments. It may be possible to have decreased speech understanding when using ForwardFocus in a quiet environment.

Remote Assist key points



Before a Remote Assist session

- Remote Assist sessions must be scheduled by the clinician **using your clinic's usual booking system**
- A **firmware upgrade** may be required ahead of a Remote Assist session if the patient has not been seen since Feb 2022 (Custom Sound 6.3)
- The **"Start Remote Assist"** button on Custom Sound Pro patient dashboard will only appear for patients enrolled into Remote Care

During a Remote Assist Session

- During a Remote Assist session, **audio will always be routed to the smartphone speaker**, not streamed directly to the sound processor
- If the patient receives a phone call while in a Remote Assist session, then the phone call will take precedence (i.e., momentarily interrupt)
- The volume control on the smartphone does not influence the loudness of global adjustments
- MAPs can only be saved to the processor **in the finalize screen** (and MAP numbers will increment)
- If the processor is disconnected while adjustments are being made, an alert is received, and further adjustments blocked until the processor is reconnected

For further tips and information regarding Remote Assist please see the Remote Assist Getting Started Guide



Hear now. And always



Remote Care: Choosing Patients

Who is Remote Care for?

Remote Care is suitable for most patients, including adults and pediatric patients,* alone or with support from a carer.

Consider especially for those patients who:

- Travel long distances for clinic visits
- Have additional mobility, access or health concerns
- Are affected by other lifestyle, work or school situations

Suitable candidates require:

- A compatible Cochlear Sound Processor
 - Nucleus 8, Nucleus 7, or Kanso 2 Sound Processor
 - Baha 6 Max Sound Processor
- The access and motivation to use smartphone and video call functions – ask your patient, “Do you like your smartphone?”
- Nucleus or Baha Smart App installed

*Remote Check is designed for patients aged six years and older with compatible unilateral or bilateral devices.¹

1. Maruthukkara S, Case S, Bottier B. Evaluation of Remote Check: A Clinical Tool for Asynchronous Monitoring and Triage of Cochlear Implant Recipients. Ear Hear. 2021 Jul 27.



Remote Care “Myths”

This will be too complicated for patients – they’ll never figure it out

I have elderly patients – they will never be able to use something like this

This is only for adults

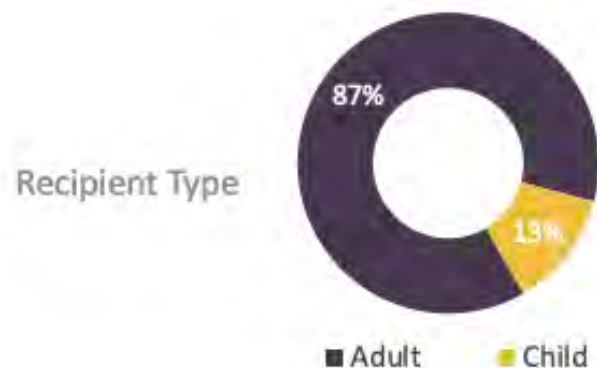
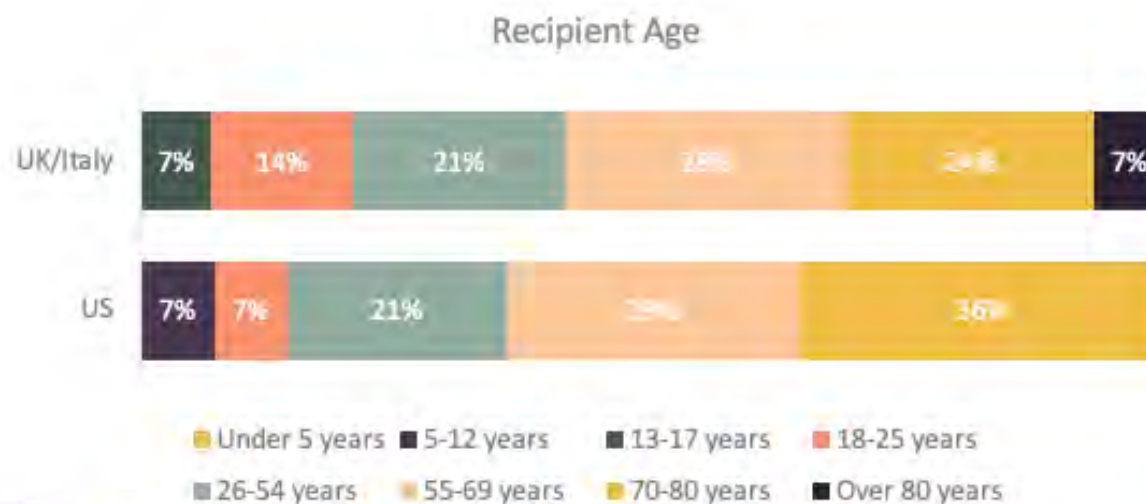
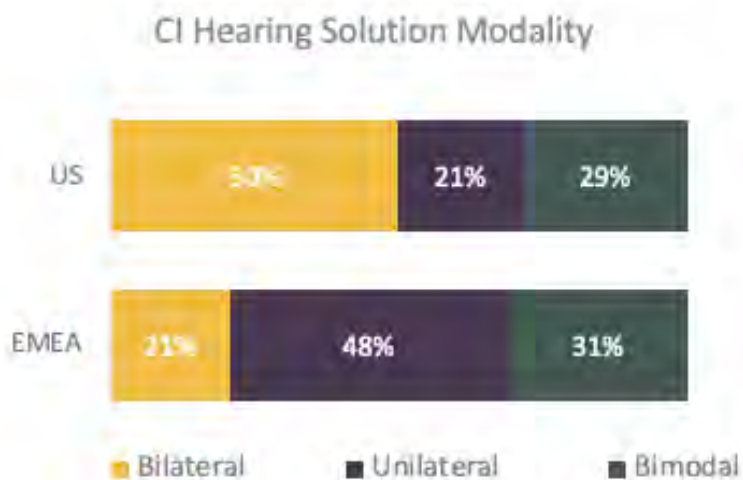
My patients really want to come in and see me

Patients will feel like they are not getting good care if they are seen remotely

Controlled Market Release (CMR) of Remote Assist¹



Patient Demographics (16 clinics):



Remote Assist patient feedback



of patients surveyed would prefer to use Remote Assist in future appointments¹

1 in 3



Patients would prefer their future appointments **mainly** through Remote Assist¹

Getting Patients Remote Care Ready

Counsel patients early in the process about the availability of Remote Care

Ensure patients have a Cochlear account and the Smart App

Discuss how comfortable the patient is with digital technology

- ✓ Do you like using your Smartphone?
- ✓ Have you ever used video calls on your phone (e.g., Facetime, Zoom)?
- ✓ Do you use your Smart App?
- ✓ (if needed) Is there someone who might be able to assist you with Remote Care?

Confirm the patient's technology is ready

- ✓ The patient has a compatible Smartphone* and Sound Processor
- ✓ The patient's firmware is up to date (e.g., Nucleus 8, 7 or Kanso 2 programmed with CS Pro 6.3 or later)



Demonstration
 in-clinic
 triage
 tion
 ng
 tments or following
 tients
 ve MAPs
 ility

Counselling

- Device set-up or equipment demonstration
- To substitute or complement an in-clinic counselling session

Troubleshooting and triage

- Issue identification and resolution
- Patient-initiated support

Patient Monitoring

Supporting New Patients

- MVBT adjustments on progressive MAPs
- Check of datalogging and audibility

Remote Care “Myths” Revisited



Remote Care is straightforward for most patients, especially those who regularly use a smartphone and there are resources available to help you, if you need it.

Older patients can be successful with Remote Care and sometimes they are the ones who need it most.

I can use Remote Care for pediatrics and adults*

Patients want to stay connected to me and Remote Care helps them do that.

Patients can be just as satisfied with Remote Care and may like it even more because of the cost and time savings.

*Remote Check is designed for patients aged six years and older with compatible unilateral or bilateral devices.¹

1. Maruthurkkara S, Case S, Rottier R. Evaluation of Remote Check: A Clinical Tool for Asynchronous Monitoring and Triage of Cochlear Implant Recipients. Ear Hear. 2021 Jul 27

Hear now. And always



Getting Started with Cochlear™ Remote Care

Getting Started with Remote Care

1. Identify patient and clinic needs

Decide how Remote Care can support your clinic and your patients



2. Enroll in Remote Care

Choose the appropriate subscription package for your clinic and begin working with Cochlear's implementation team



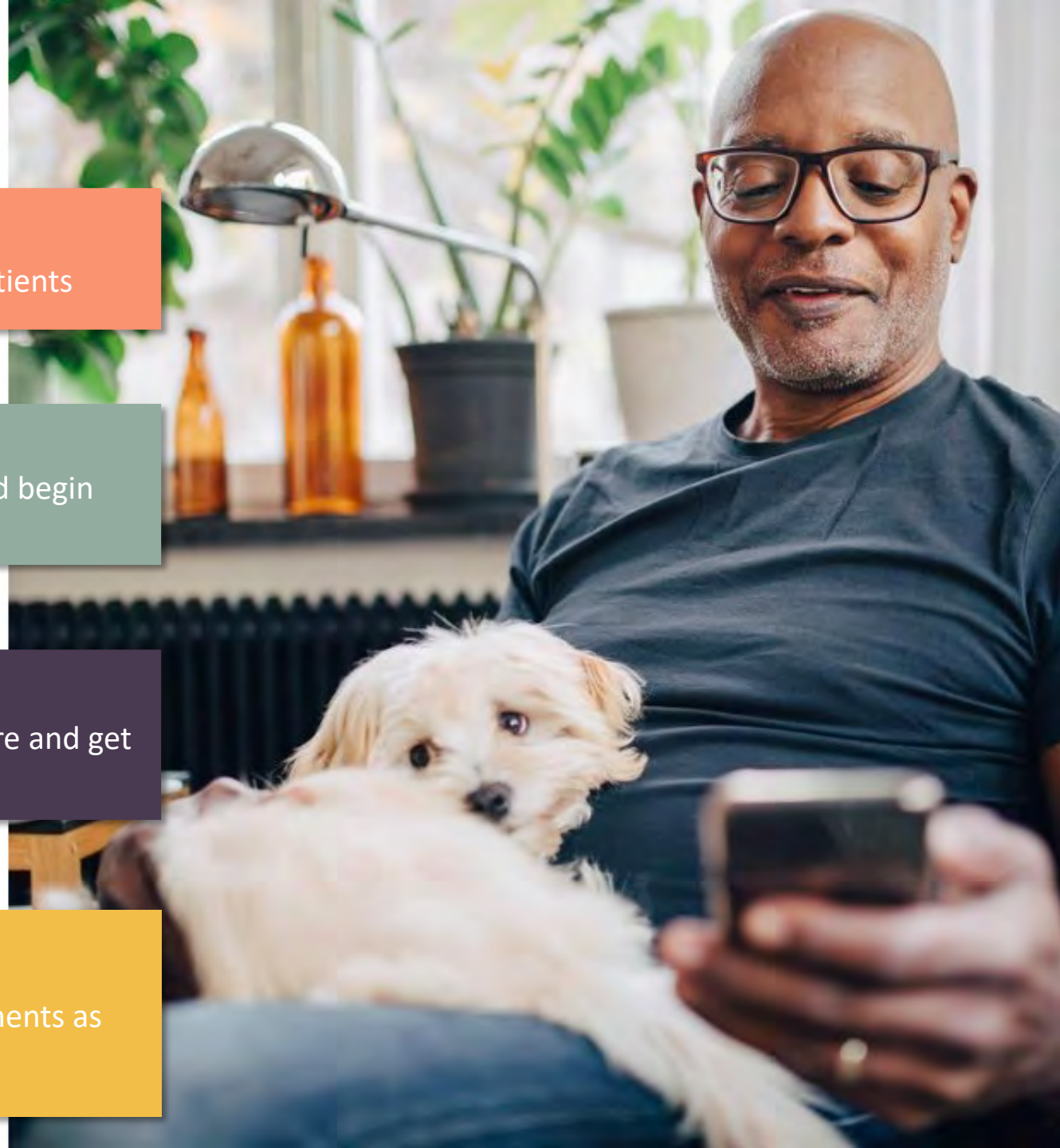
3. Begin using Remote Care

Select which patients and clinical situations will utilize Remote Care and get started



4. Evaluate and Maximize Use

Review your implementation of Remote Care and make adjustments as needed



Supporting resources

Clinician Getting Started Guides



BUN955



FUN466

Patient Getting Started Guides (English/Spanish)



BUN957



FUN3956

Implementation Support

Remote Care Flyer



FUN4068

Data & Privacy Guidelines



FUN4593



BUN954

Reimbursement Considerations



CAM-HE-033_G



Quality care, anywhere



www.cochlear.com

This material is intended for health professionals. If you are a consumer, please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always follow the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear technology.

Remote Check and Remote assist are intended for ages 6 and older. The Remote Check feature is only visible and accessible if the feature is enabled by a clinician. Clinicians should consider the suitability of the feature before enabling Remote Check. Remote Check does not replace clinical care and does not involve remote programming of the sound processor.

The Cochlear Nucleus 7, Kanso 2 and Baha 6 Max sound processors are compatible with Apple and Android devices. The Cochlear Nucleus Smart App and Baha Smart App are available on App Store and Google Play. For compatibility information, visit www.cochlear.com/compatibility.

Cochlear, Hear now. And always, Nucleus, Kanso, Baha, myCochlear, True Wireless, Profile, the elliptical logo, and marks bearing an ® or ™ symbol, are either trademarks or registered trademarks of Cochlear Limited or Cochlear Bone Anchored Solutions AB (unless otherwise noted).

Android, Google Play and the Google Play logo are trademarks of Google LLC. Apple and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

"Noahlink" is a registered trademark of HIMSA II K/S in Denmark. Outside Denmark, "Noahlink" is a trademark of HIMSA II K/S.

© Cochlear Limited 2022. CAM-MKTP-1166 MAY2022