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Your Care Anywhere: Remote Assist for Nucleus
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- All right. Hello everybody, and welcome to our presentation today. I'm very thrilled to be able to talk to you about one of Cochlear's exciting new Remote Care tools, that being Remote Assist for Nucleus. So this part of the talk is part of a series of Remote Care technology. I encourage you to check out the other two talks in this series. One on Remote Assist for Baha, and then additionally another on Remote Check. And for those that don't know me, my name's Kyle Longwell, Senior Product Manager at Cochlear. I'm overseeing many of our exciting Connected Care innovation products. So let's go ahead and get started today. Learning outcomes for this course, right? So at the conclusion, we hope that all of you are able to identify patients who are and may benefit from the use of Remote Assist for Nucleus.

We hope that you can list the steps of Remote Assist and explain how to use it. And then finally, we want you to be able to describe how to use Remote Assist in conjunction with the other Remote Care tools to really provide a more patient-centered care model within your clinic, okay? That's what we'll be hoping to accomplish today. So, why we're here today, right? I think we can all acknowledge the industry is changing, right? You out in the clinic are being asked to do more, oftentimes with less, unfortunately. You're being asked to develop your own protocol, consider how hearing loss fits into the broader healthcare landscape, work with an increasingly complex technology, all while being asked to maintain patient satisfaction and outcomes, right?

And, or also certainly being asked to do all of this and see more patients in less time within the context of a healthcare landscape that continues to change, right? So do you often find yourselves with not enough time in the day to care for the patients who really need you? If so, unfortunately you are not alone. Now, many of you probably see patients on a regular schedule. You may have thought about why you use the schedule that you use and why all those visits, sometimes are always in person, right? Most of the current clinical models that we use out in the clinic are based on clinical trials.

Many are time-based, right? For example, you may see patients at two weeks post activation, one month, two month, three months, et cetera, right?

But many in the industry are actually now proposing we start to think about more performance-based follow up schedules, right? Where we actually see patients when they need it rather than on a strict schedule. So this is because research is actually starting to show that time-based schedules mean more visits without necessarily increasing performance and patients honestly, just aren't coming in for those visits. So, most clinics think that their retention rate is quite high. They feel that about 78, 70 to 80% of their patients adhere to follow up schedules. But when clinics have actually dug into this a bit more, and in this particular literature, you'll see clinics are actually seeing that the actual rate of adherence of patients coming back into the clinic is actually much, much lower, right?

So this particular study, which I have here, shows two different types of clinics. One kind of ENT university setting, the other, a hospital setting. And when they actually dug into their EMR systems to determine whether patients that were due for follow up were actually seen for any reason, by anyone, be that in audiology, a physician, et cetera, right? They were actually quite surprised to see that only about 60 to 70% of patients actually return to the clinic within the first year. But that number actually dropped significantly more at about that 24 month point, right? We actually see that only 30 to 35 to 50% of patients actually come back after two years, right? And what was quite interesting was both these clinics found very similar rates of return across all of their patients.

And one clinic in particular, thought they actually had a very robust recall system in place at their facility, wherein they were sending reminder cards out to their patients and doing the due diligence to try to have people return at those appropriate milestones, right? And still they found kind of low adherence to follow up. So we know

that objective monitoring of performance is a critical piece of care for our CI recipients. And yet this data tells us that it may not be occurring at the rate we believe, Patients may be doing well, but they still may be finding it hard to come in and follow up with their clinician on a regular schedule. So, you know, they may need a more patient-centered version of care, additional options of care, right?

One that considers their needs as an individual rather than a strict adherence to a particular set schedule. This is actually where Connected Care comes in, right? Your patients and your, and their performance we know are important to you, right? You want to continue to provide the best possible care, right? Even with increasing demands on your time and on your clinic. And Connected Care really is designed to allow you to customize that care and provide efficient care in the clinic when it's most appropriate, but also allow for Remote Care options when it makes sense. And the goal here really is to maximize your face-to-face time with patients and allow you to focus on what matters most when they do need to come in and be seen, right?

And I know the concept of Connected Care still feels very new. Our research and development into this space and this type of care actually goes back quite a long ways. All right? Did you actually know remote programming was first cleared for Nucleus devices back, by the FDA in 2017? Our efforts also significantly expanded in April, 2020 when we got FDA approval for Remote Check for Nucleus sound processors, which commenced key pilot testing at centers across the world shortly thereafter. And this also enabled us then, to kind of more broadly deploy this solution to many clinics impacted by the global pandemic throughout the course of 2020 and beyond. We also, right at this point now, have more than 5,000 patients that have been enrolled into Remote Care solutions by their hearing professionals.

And increasingly tech savvy patients of all ages are certainly showing an increasing desire for care that is now kind of on demand, so to speak. Connected Care, right, is

really designed to support you and your patients at every stage of their hearing health journey, no matter where care is being delivered from or being received from. Cochlear is really offering an increasing range of technology, data-driven solutions within this digital ecosystem designed to really transform the interactions that you as a professional have with your patients. And this includes solutions in surgical care, right? Solutions designed to enhance surgical outcomes by offering fast intraoperative insights within the operating theater. It also includes solutions in the clinic, right? There's a comprehensive portfolio of fitting software that's provided and patient management tools like web-based portals designed to help you support your patients day in and day out when they're within the four walls of your clinic.

Additionally, there are Remote Care solutions, which will kind of be our big focus today, right? This is about technologies designed to provide you access to give your patients ongoing and consistent care while maintaining that important connection that you have with your patients. And then finally, there are self-managed Care solutions, right? Designed to kind of allow patients to more proactively manage their hearing health journey when they're out on their own and use the devices that they have at their disposal to again, find the answers and build on the confidence that they need day in and day out on their own. Now, did you know, when incorporated into clinical practice, Remote Care, which will, again will be our focus today, can have a very large impact on the way that you might deliver care to your patients, right?

In a recent survey of older adults with hearing loss, and the average age of respondents in the survey was about 70 years old, 63% said that they would use Remote Care if it were offered by their clinician, right? Another stat that you might find interesting, which actually isn't displayed here is, but about 75% of older Americans have a smartphone now, right? And that number continues to rise each and every year. And if we dive into kind of how long it takes to provide and receive Remote Care, right? Clinicians are actually able to complete a Remote Assist session in as little as 22

minutes, which we'll get into today. But how does that time spent doing something remotely compare with the typical time that you spend treating a patient for follow up in the clinic?

Right? You know, additionally, reviewing a Remote Check can take as little as 10 minutes, right? Remote Care technology that we'll discuss today and in our Remote, other Remote Check module, really can be a much more streamlined way to give and receive and monitor patient progress remotely, right? And how does this compare with the typical time that you spend doing booth monitoring and monitoring patient performance in the clinic? Right? And additionally, right? From a satisfaction perspective, what we're seeing from those that have participated in our controlled market releases of these remote technologies, 93% of patients said, "You know what? I've done this once I found this very beneficial, I found this useful." And 93% said that they would use it again and continue to use it throughout the course of their care moving forward.

So Remote Care really is only growing in popularity. Access to Remote Care is only growing in popularity, again, not only with patients, but with professionals as well. All right, so let's look a bit closer at Remote Assist and how this exciting technology works. So today at Cochlear, our Remote Care portfolio consists of both Remote check, that is an asynchronous, kind of offline support tool for recipients that have compatible Nucleus sound processors and Remote Assist, right? A synchronous, live real-time support tool for recipients that have either Nucleus sound processors or a Baha 6 sound processor. And again, you'll find much more information on the Baha Remote Assist solution in an additional module in this series. Compatible sound processors for Remote Care technology at this point in time include the Kanso 2 sound processor, the Nucleus 7 sound processor, the Nucleus 8 sound processor, and on the Baha side, the Baha 6 Max Sound processor.

Now this module will focus on Remote Assist for Nucleus, but as I alluded to, more information about the other remote technologies in our portfolio can be found in the other modules available on AudiologyOnline. So encourage you to watch the entire series for information about everything within our remote care portfolio. Now, today, when we consider providing care to patients remotely, right, it's important to be sure that we provide the highest standard of care for our patients. And research has demonstrated that remote audiology services can provide the same level of care as traditional face-to-face visits, but can do it in less time with significant benefits to the patient, right? Less travel, less time off, less cost to the patient, potentially, right?

So we can provide equal quality of care in a more convenient, suitable manner for patients, right? Which is I think what we're all striving for. Remote Assist, right? Is a tool that really is designed to enable synchronous visits with your patients, right? Directly from your fitting software through to their Nucleus Smart App. So this allows for real time sessions between you and your patients that would allow for counseling, global adjustments of the patient's MAP and also the enablement or disablement of other processors, features to again, help that patient maximize their listening, their hearing in any environment that they may be in, right? But for the very first time, this is providing your patients with realtime access to you and giving you the ability to remotely connect to their processor and make changes in real time, again without the need of of a clinic visit to do so.

So, how does Remote Assist work? Well, the recipient will use their Nucleus Smart App on their smartphone. You will use the Custom Sound Pro fitting software in the clinic to connect to your patients. So here's how it kind of works step by step, right? First and foremost, you will need to schedule a Remote Assist appointment, right? You will use your clinic's regular booking process to schedule a Remote Assist appointment, right? Just like you would to schedule a patient for any other appointment, follow that same process to book a remote assist appointment. There is no booking system inherent in

the software or the patient's app, right? So if you want to book 30 minutes with a patient remotely, again, you'll need to follow your clinic's regular booking process to just book in that Remote Assist appointment.

And again, just remember that you'll be joining that patient remotely through the fitting software rather than come, rather than them coming into the office. Next, right? When that scheduled appointment time has come, you'll join the session live through the Custom Sound Pro fitting software. You'll need to authenticate yourself and that will give you the ability to connect with the patients that you have enrolled previously for Remote Care. And once you've logged in, right? Then you'll be able to join the Remote Assist session from the fitting software. And conversely, the patient will connect to the session via their Nucleus Smart App. Once you are both in said remote meeting, right? At that point you can connect to the patient's sound processor after, right?

Some potential counseling, troubleshooting, whatever the patient might need from the outset, through that video connection. But from there you also have the ability to connect to that patient's sound processor, make adjustments to their MAP or their sound processor's settings as necessary, right? And once everything has been done that meets the needs of the patient, right? Once adjustments are finalized and saved securely to the processor, you can go ahead and say goodbye, end the session. The patient closes their app, you close the fitting software, and again, both of you can go on with whatever comes next in your given days, right? Perhaps the patient goes on to, right? Their next work meeting or, right? Have, you've potentially saved this, the kiddo from from having to leave school to come into the office, right?

And you can carry on to your next meeting, right? Potentially saving time on both ends. All right? All right. Now let's quickly talk about enrollment and how patients get access to Remote Assist and Remote Care in general, all right? So prior to being able to start and use Remote Assist, patients will need to be enrolled in Remote Care through, by

you, through the myCochlear Professional portal, right? So this requires a Cochlear account and the patient needs to log into the Nucleus Smart App on their end and they need to have a relationship with you, clinically to your, the clinic that you operate in daily, right? So you would need to go through the process of opening the myCochlear Professional portal, enrolling said patient, and then at that point, the patient has the ability to see both Remote Check and Remote Assist in the Nucleus Smart App after you have enrolled them.

And then conversely, on your side, after you have enrolled a patient in the portal and the next time you open the fitting software, you would see a Start Remote Assist button kind of in the bottom left hand corner of the screen. Again, we'll touch on this in a bit more detail. That again, gives you an indication to let you know that you have enrolled this patient previously, that you can start a session with them remotely if you so choose. And again, that you have previously made this technology and this service available to this patient, okay? But enrollment is the, in the portal is really the first place to start. Okay. Now, when it comes time to actually join the session, the patient will log into the Nucleus Smart App and begin the session, right?

So here's just a few steps of what that patient will encounter, right? So first and foremost, log in with their appropriate Cochlear account, the credentials that they had made previously when setting up the app for the very first time, right? They'll want to, of course, have made sure that their Nucleus sound processor is connected. And then they'll want to again navigate into that menu where they see Remote Check and Remote Assist, all of their Remote Care options. They can click the Remote Assist option within that menu and then navigate through the workflow there to join the Remote Assist session at the appropriate time that was scheduled by the audiologist. And from there, maybe they're the first one there, they can just wait for their clinician to arrive.

Or if their clinician is actually the first to arrive, they will actually receive a prompt notification once the clinician joins the meeting, letting them know your audiologist has joined. Would you like to jump into the meeting, right? So we do some proactive steps to let the patient know if their clinician has joined first and foremost, okay? But one important thing here that I just wanna make note of, and again, you'll see this in some of the literature that you have ability to download after the module, there is a "Recipient Getting Started Guide" that can walk your patients through each step and is a really great support tool for patients, right? So this will walk them through the entire Remote Check and Remote Assist experience from start to finish, that can be shared electronically before the session starts.

And as a really nice tool to help inform the patient of what that entire experience is going to entail. All right, so how does a patient actually join this session? Again, I alluded to this briefly on the last slide, but a patient actually joins the session at that pre-scheduled time via their Nucleus Smart App, right? So they'll open their Nucleus Smart App, let's say the remote meeting is scheduled for 9:30. At 9:30, they can open their app, they can go to that menu in the upper left hand corner, select the Remote Assist option in that menu of options there. Go ahead and click Get started. There will be a bit more information about Remote Assist if they're curious.

This, the app and the phone will also give them some guidance on what to do during the session, what alerts will appear, things to consider during the session, right? Don't take phone calls, you're in the middle of a medical appointment, et cetera, et cetera, right? They'll need to grant access to the microphone and the camera so that their audiologist on the other end can see, hear them, et cetera. Once they're ready to go, they can join the call, right? And again, if they're first in the meeting, they'll wait for their audiologist. And if you are first from a professional perspective, again, it will send the patient a message, a quick notification to let them know that you've joined.

Again, hopefully prompting them to join at the scheduled time as well. Okay, now, from your perspective, let's quickly just walk through kind of what that flow work, looks like, right? So again, at that scheduled time, you would log into the fitting software. You would then need to authenticate yourself using your myCochlear Professional account. You'll of course need to find that patient that you want to connect with, Jane Doe, John Smith, whoever that patient may be. So navigate to their patient record, open up the patient record, and then you'll see Join Remote Assist button in the lower left-hand corner. Right from there, that puts you into the meeting. If again, if you are first, you wait for the patient to join, it will send the patient to notification if indeed you are the first to join.

And again, once both parties are present, you can have counseling, video, audio conversation, just like we're having today. And then additionally, you can connect to that processor remotely and make any adjustments as needed. And again, all of this is being done and facilitated directly through the fitting software to the patient's Nucleus Smart App, okay? Again, once things are all done, finalize, end the session as you would, and we carry on. All right? Now, the workflow looks a little something like this. Again, I've just already kind of outlined this, but here's some visuals for the visual learners out there, right? So again, open the fitting software, find the patient record that you plan to connect with. You'll see a Join Remote Assist button in the lower left-hand corner, right?

That will then open kind of a smaller Remote Assist window. Again, you can check your video microphone settings before you join the meeting, just like we all did today. And, then when the time is appropriate, right? You can join the meeting, right? You are waiting for the patient to join. Once the patient does join, again, you'll see their video, their audio pop into the box in the upper left hand corner there, right? Opportunity to connect with that patient, see how they're doing, what needs to change, et cetera. And again, once you're ready to actually connect with the processor, you can go ahead and

do so. And then again, from a programming perspective, the screen should look very familiar to what you're used to in the regular Custom Sound Pro fitting software today, right?

So you can go ahead and make global master volume, base, treble adjustments if required. And then here on the final screen, right? You can finalize any adjustments that you have made on that patient's MAP. You can also enable and disable processor settings as needed, right? And then we go ahead and say thanks to the processor end the session, and away we go. All right. So the remote, the screen that you see here is where you will probably spend the most time during your Remote Assist call. This is the Adjust screen. On this screen, you can see the patient obviously, and they can show you their equipment if needed, right? You can also talk to the patient through the speakerphone on their smartphone.

You can also text to chat the patient if desired, right? If there's any audio or video challenges, right? There's a chat functionality, right? So an alternate means of communication I think is nice and important, right? And the other thing that you can do on the screen is compare the different MAPs that the patient has on the processor, just like you're used to today. But from a clinical perspective, you can make master volume, base and treble adjustments here if needed. And just note that right? There are no limits to the MVBT controls that you're able to make here, right? You can make global changes to the MAP however needed, within compliance, of course. And then you can of course, go live with any MAP that is selected.

You can enter session notes if needed, right? Another thing that's nice about Remote Assist is this window that you're seeing on the screen here, is kind of just an additional popup. And so you can actually toggle back and forth to the regular Custom Sound Pro fitting software for any reason if needed, right? Say to check data logs. Now, the next screen here is gonna be the Finalize screen. Here you can enable and disable

processor settings, right? So some of those mySmartSound settings or ForwardFocus for example. You can actually save these processor settings and then write them to the processor. Again, all of that can be done remotely. You can also view and print MAP reports and enter session notes just as you would in any other Custom Sound session.

You might also see here, you know, there's actually some things that you can't do with Remote Assist that I wanted to quickly touch on, right? These can include the individual measurements of C and T levels, changing T levels, sweeping, putting different MAPs on the processor, right? For this first release of Remote Assist, we've kind of elected to take a more conservative approach to the features that are available. And actually what we found during the CMR, the early, you know, testing of this technology was Remote Assist honestly could address about 70% of the needs of the patient with just what was available for it here, right? So, those patients that do need more in-depth programming support, right?

Honestly may require in-person visits anyways. And, right? Remote Assist truly is not designed to completely replace in-person visits. So there's certainly gonna be a cohort of patients out there that will still require that more complex in-person, face-to-face programming needs. But we think what you're able to do here with Remote Assist can cover the vast majority of patient needs remotely. So, let's quickly just review what you can and can't do with MAPs in Remote Assist, right? So it is important to note, right? That with Remote Assist, you cannot create new MAPs, right? So you're only making adjustments to the patient's existing MAPs. Global adjustments that are made during a Remote Assist will overwrite that current MAP in their program.

But, and you can't save a new program, right? So we recommend that you also, right? Enable MVBT to allow the patient to have some self-managed care out on their own. And the patient then has the ability to, right? Make those slight alterations of their MAP after your Remote Assist session, if any kind of additional, you know, self adjustments

are required, right? So again, kind of in summary, you can only make adjustments to the existing MAPs on the patient's processor. You can't create new MAPs, but the changes that you do make to that patient's MAPs will be saved back into your database, which is quite important right? Now, let's quickly go back and touch on some of the notifications that you and the patients will see throughout the course of your Remote Assist session.

Now, there are several notifications that the patient might receive, things like when the clinician starts the session, right? So I've alluded to this a couple of times. If the clinician joins the meeting first, a notification will be sent to the, your patient's smartphone letting them know that you've joined and it'll, right? Send them a quick prompt to hopefully join shortly thereafter. But during the course of that Remote Assist call, right? When a sound processor loses connection to Remote Assist, if the video quality is poor, if the, when the MAPs are being saved to the processor, and if the clinician obviously exits that Remote Assist session, we want to inform the patient at each and every one of these important points.

So a notification will be provided to the patient appropriately. Clinically, right? The, you will see some notifications pop up in the software, right? If the sound processor on the patient's end gets disconnected, if the coil is removed, if the patient mutes their microphone, if they exit the Remote Assist, if the video quality is poor on their end, right? Or if compliance limits are reached within that global adjustment on the adjust screen, right? So again, we wanna inform both you as the professional and the patient, again, of important things going on. So there are some helpful notifications that are presented to each throughout the course of the Remote Assist call. All right. Now, you've likely noticed that with Remote Assist can, the full compliment of programming tools is not available like it is if you were seeing somebody in person face-to-face in the clinic and you had the fitting software open.

But let's take a closer, deeper look at global adjustments, what they can do for you and your patients during Remote Assist appointments. And again, how could, how they can be beneficial throughout the course of these appointments. All right? Now you will be familiar, I hope, with the benefits of using global adjustments during fitting, right? But for those that may not, let's do kind of a quick recap. What we know from the literature is that about 98% of variance between MAPs or between MAP profiles can actually be accounted for by three components, right? Shift, tilt, curvature, which in Custom Sound Pro we call master volume, base and treble, right? We also know that once MAP levels have stabilized, they typically remain relatively stable for most patients thereafter, right?

So therefore, kind of the ongoing measurement may be less required. We also know that global adjustments, right? Can be a suitable way just to routinely check on MAPs efficiently, right? And of course you can do that, right? For any MAPs that are monopolar, have uniform pulse widths, no other kind of atypical parameters, right? But a key benefit is, of Remote Assist, is that, right? This allows you as the clinician to make adjustments remotely to the patient, make these global adjustments within their real world environment, which actually may assist you with MAP optimization and troubleshooting, right? So for example, if a patient is finding that, right? There's high frequency noises within the home that are irritating, right?

Optimizing the MAP while the patient is directly accessing those sounds may actually make comfort, sound quality judgements easier for the patient to again, relay to you, right? So there's benefits of having the patient, again, sit in their home environment or sit in an environment where they're experiencing challenges and actually make adjustments therein, to again, optimize things most appropriately for that patient. And Remote Assist, again, beyond what you're able to do from a programming perspective, right? There's also the ability to enable and disable some of those processor settings, right? Typically found in the Finalize screen of Custom Sound Pro, right? So this

includes things like ForwardFocus or those mySmartSound settings like volume, sensitivity, right? The patient-adjustable MVBT controls.

This may be a convenient way for you to remotely provide access to those features, right? If there's insufficient clinical time to turn this on, or maybe a patient was away and experiencing a particular acute situation and you wanted to remotely again allow them the ability to have ForwardFocus, you could do this remotely with, again, out, without requiring them the need to come into the clinic just to turn on these specific processor settings, which is nice. Right? So I think there are certain benefits, obviously to encourage the use and utilization of some of these processor settings. Things like ForwardFocus, things like patient-controlled master volume, base and treble. And again, having the ability to remotely enable or disable some of these settings, I think can have some nice long-term benefits to patients being able to self-manage and proactively engage in their hearing loss to make sure that they're optimizing things on their own as well.

So, just to summarize here, sorry, I went one slide too far. Let's quickly summarize some of the key final points here about Remote Assist, right? So Remote Assist, right? Sessions must be scheduled by you as the clinician using your existing clinic booking system. A firmware update might actually be required for that patient's device if they have not been seen since February of 2022, right? Custom Sound 6.3 is the minimal version of fitting software that's required here. Again, that Start Remote Assist button when you actually open a patient's record in the software will only appear for those patients that you have previously enrolled in Remote Care. And then once you're actually in the Remote Assist appointments, right? The audio, one thing to note, is the audio will only be routed through the patient's smartphone speaker.

It is not streamed directly to the patient's processor. So, the audio will be coming through the patient's smartphone, your voice. If that patient receives a phone call

during their Remote Assist session, that phone call will actually take precedence, it will interrupt your clinical appointment, right? So we encourage folks to just set the phone calls aside, finish your appointment, and then we can, right? Call the patient, call the individual back if we need to. Right? Volume control on that smartphone does not influence any of the loudness for global adjustments. And again, MAPs are saved on that Finalize screen. And again, if any processor is disconnected along the way or when adjustments are being made, the patient is being alerted just to make sure that they're informed clinically about what's going on while the connection is going on.

Okay? And again, these tips and much, much more can be found in both the professional Remote Assist, "Remote Care Getting Started Guide" that you will have access to at the conclusion of this module. And patients have have the same type of information available in their "Patient Getting Started Guide," that again, walks them through these technologies in much more detail. Alright? Now let's transition to another important aspect of Remote Care. And that's how do we select patients that are most suitable to have access to this technology? Right? So most patients with a compatible sound processor can use Remote Care services once they've been enrolled, but again, they need to install and have an appropriate Cochlear Nucleus Smart App on their smartphone.

But again, we know Remote Care is not gonna be a suitable replacement for every appointment, right? Patients should obviously have access, they should have motivation to use a smartphone, they should have familiarity with video chatting functions. So, when choosing patients to use Remote Care, right? Remember that this service can be used by both adults and pediatric patients, right? But also consider other factors like how far that patient lives from the clinic, whether they have issues with health or mobility, other lifestyle situations, including work or school that may impact their ability to come into the clinic, right? And we know that many patients may also just benefit from a blend of in-clinic and remote appointments. So again, take all of

these considerations into account when thinking about who might be most appropriate to enroll.

But again, from a compatible processor perspective, we're talking about patients with a Nucleus 8, Nucleus 7, Kanso 2 sound processor on the Nucleus side, and those that have a Baha 6 sound processor for access to these Baha technologies as well. Okay? So, as we start to consider which patients might benefit from Remote Care, right? It's pretty common to, I think have some initial concerns, right? This is new. This is not something we have a lot of experience with. So there are a lot of misconceptions that might come up and here's just a few of them. But if we look at some of the data in late 2021, we started a controlled market release of Remote Assist. A CMR is a controlled market release.

A CMR is kind of a field evaluation to gain feedback, insights, first experiences about how the tool is used in clinical practice before kind of a much wider release, right? These types of controlled releases can help inform, training, information, make sure that, right? We have a successful introduction, right? They can tell us a lot about how a new product gets used in the real world before we use it kind of in on a mass scale, right? So for a Remote Assist, we did a kind of a controlled release, and the goal was really to collect feedback on the experience of patients and audiologists, right? So we worked to collect data on how Remote Assist met the needs of patients and clinicians.

What it was like to use remote assist in practice, right? And as you can see, we had many different types of patients participate, patients that were bilateral, unilateral, bimodal. We mostly had adults, but there were certainly pediatric patients involved in this early experience and patients were of all different ages, which was great, right? And the majority were coming from an older age group, right? This is not too surprising given our patient population. But let's see again, what patients that participated had to say about their Remote Assist experience, right? The, what we collected during the

course of the CMR was actually that the majority of patients felt like Remote Assist offered them this access to care when they might not have been able to get it in the clinic, right?

One of the biggest benefits mentioned was time savings, money savings. And the majority of patients actually felt like Remote Assist offered them a more convenient option of care than in-clinic, than an in-clinic appointment. And instead of it feeling like they were separated from their clinicians somehow, the majority of patients actually felt like it kept them better connected the, to the clinician, gave them easier access to their clinician, right? There was this perception that it allowed them to maintain that important and desired connection with their clinician, which I know is very important, right? The information on the right side of the screen here, I think is also very, very interesting, right? 93% of patients surveyed said they would like to use Remote Assist as part of their future care delivery, or, right?

And, actually a full third of patients said, "You know what? I was so comfortable with my Remote Assist appointment that I could see that being the main way that I access care in the future." So I'm just curious if that surprises anyone, right? There's a full third of patients that participated that felt like, "You know what? I think I could just receive care remotely moving forward." So, once we've selected patients, we need to ensure that they are Remote Care ready, right? One of the most important things to do is counsel the patient early about Remote Care, right? Maybe that's before surgery, maybe it's at initial device counseling, right? But the more that Remote Care is normalized as kind of the standard of care moving forward for that patient, the easier it will be for many patients to adopt and participate, right?

And then of course you'll want to ensure that the patient has a new, has their Smart App, has their Cochlear account, has things appropriately set up on their smartphone, right? And then right? Discuss, right? How this technology can be used and how

comfortable the patient is using technology like this, right? So ask important questions like, do you have a smartphone? Or more importantly, do you like using your smartphone? That's been a nice quick, easy way to make sure that the patient can perform, right? Basic functions like loading apps and logging into apps and using video calling technology, right? Remember that the patient, themselves may also not need to do this. There might be someone who is able to assist them, right?

There may be a caregiver, a loved one, a partner that can help them get logged in and get you connected with this technology. So even if that patient or recipient isn't explicitly able, right? They may still be able to take advantage of this type of care because there may be somebody alongside them that's able to assist. And then finally, right? We just wanna make sure that the patient's technology is ready, right? Make sure that they have a compatible smartphone, processor, that the processor is updated and that they have the ability to access these technologies. All right? Now using Remote Assist, right? Now that we've kind of talked through and with the patient about how it can be used, let's talk about the types of visits that you might be able to utilize remote technology with remotely or in the clinic, excuse me.

So Remote Care, obviously, as I've mentioned, is not intended to completely replace all in-person visits, right? Rather think of this as kind of a complimentary tool in your toolbox that can be used to support a patient-centered care approach, all right? So here's some examples of how you might use Remote Care in clinical practice, right? So first and foremost, it could be used for counseling, right? This is a great tool if patients just need help with a certain aspect of care, right? Maybe they need help with device setup or with accessories, right? This could be used to replace or supplement in-person visits if the patient just needs a quick connection with you to talk through a kind of an acute device setup or equipment need, right?

Establish a video connection with the patient, talk through, address some of their concerns from a counseling perspective. Next, right? Troubleshooting, right? Use Remote Care to triage when the patient needs to be seen, right? Does the patient need to become into the clinic for this type of issue? Perhaps, do they need to see the surgeon or a PCP, right? Is there an issue that Cochlear can actually help them with, right? You could actually use remote care technology to be a triage tool to help streamline care and ensure that patient gets where they need to be faster, right? So use it as a tool to identify the issue and again, ultimately triage them most appropriately. For existing patients, right?

Use Remote Care to monitor, to check in on these existing patients, right? Without always requiring a trip into the clinic, right? So can we do some performance monitoring remotely? Can we make some sound processor adjustments remotely once those MAPs have stabilized again without always requiring a trip into the clinic? And then finally for new patients, right? Can Remote Care be part of your new patient protocol to supplement in-person appointments, right? So can you make global adjustments to the MAPs? Can you check in on progress without the need for that patient to come into the clinic, right? You can also use Remote Check and some of our other technologies to monitor audibility, collect data logging, check impedances, right?

There are options here to infuse Remote Care into new patients' journeys early on to again, supplement some of the in-person care that's taking place today. So, let's quickly revisit some of the myths, right? I know we flew through this slide quickly, right? But if we revisit them, right? Common myths like, "This is only for adults," or "This will be too complicated for my patients. I have elderly patients that will never be able to use something like this," right? These are common concerns, but hopefully what we've started to suss out here is, right? That, right? This is new. It's not something we have a lot of experience with, but some of these myths I think can be busted based on what we've already started to see, right?

Remote Care is honestly pretty straightforward for most patients, especially those that do regularly use a smartphone. And again, remember, there are resources available to help patients if they need it. From an elderly perspective, what we actually saw was that older patients were actually very successful, quite successful with their Remote Care appointments and sometimes they're honestly the ones who need it most. So let's not prejudge based on age about who can or cannot utilize these technologies. Right? You may think it's only for adults, but also Remote Care, Remote Check and Remote Assist are also both approved for pediatrics aged six and above. So again, consider this for a broad swath of your patients, both pediatric and adults.

Right? Patients. What we heard is that patients do want to stay connected and actually felt like Remote Care did allow them to achieve that, right? Remote Care did help them stay connected and maintain that feeling of connectedness with you as their provider. And then finally, right? I think we can say that patients were just as satisfied with Remote Care. And may feel like they actually were more satisfied because of potential time savings, cost savings, ability to connect with their audiologist remotely again, without always requiring sometimes a lengthy trip into the clinic. So from a satisfaction perspective, there are very important benefits to patients as a result of this as well, okay? Now, how can you and your clinic get started with Remote Care, right?

I think this is where a lot of people start to get stuck. How do we get started? All of this sounds great in practice here on the slides, but how do we get going? Well first reach out to your Cochlear representative. Let's start there, right? Those, your Cochlear representative can assist you through this entire process, right? You'll wanna start by identifying the needs of your clinic. What are you looking to address, right? Do you want to be, do you want more careful follow up with existing patients? Do you want an easier way to monitor recipients that have been newly implanted? Are you looking for increases in clinical time to be able to care for more complex patients face-to-face?

Or do you want to just be able to offer patients that may not live nearby an option of care, right? These may all be goals of your facility, but finding out what your specific clinic goals are will help you decide how Remote Care tools can fit into your clinic and which patients to target, all right? Now the next step then, is to enroll in Remote Care with Cochlear. I will say that there is a fee to use and to get access to these Remote Care technologies, right? That's in accordance with federal compliance, right? Since these are services that you can charge your patients for, Cochlear is required to charge for the services, right? That are being provided to you.

So talk to your Cochlear representative kind of about these subscription options. Choose the correct package that works for your clinic, again, based on your needs. And then from there, right? This seems obvious, but you can start using Remote Assist or Remote Care technologies thereafter, right? Choose the patients to get started with. Think about how Remote Care might impact your clinical protocol. That's a big important step, right? And again, your Cochlear team can be here and it is there for you every step of the way to help you figure out how you can best maximize your use of these tools, right? And then finally, right? Come back and evaluate how you've been using the tools to again, help you maximize your use, right?

This is new technology. The way that it impacts your clinical protocol may change over time, right? You may want to implement it in stages, right? And you may actually change the way that you actually offer this to patients as you get more familiar and more confident with this. So come back, reevaluate how you're using it. Reconsider how you could possibly make changes to make sure that you are maximizing your use of these important tools moving forward. All right? So we have prepared some materials to support you and your patients in the implementation of Remote Care. Again, you'll find all of the kind of getting started guides that I outlined here at the conclusion of the module.

There are both clinician and professional, or excuse me, professional and patient getting started guides available. But from an implementation, Cochlear has implementation perspective, Cochlear has a host of other resources available. So again, please connect with your local Cochlear representative for any kind of specific questions or support needs as you get up and running on this exciting journey, right? So with that, I'll go ahead and end things today, but again, I hope you are excited about the content that's been delivered today. Again, please check out the other modules within this series and let us help you get started with delivering convenient, flexible, and secure Remote Care solutions to your patients moving forward. So again, let Remote Care be an exciting new avenue of care. And I hope you're all excited and please come back and join us soon and let us know here at Cochlear if there are any questions. With that, we'll go ahead and end things. Thank you all for your time today.