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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 Baha® 6 Max

Wendy Potts

Product Manager, Software & Connected Care

FOR PROFESSIONALS

Learning Outcomes

After this course, participants should be able to:

1

Who

Identify patients who may benefit from Remote Assist

2

Why

Understand how Remote Assist might fit into your **clinical protocol** and why you might use it

3

How

List the steps of Remote Assist and explain how to use it

4

Resources

Know what resources are available



A Changing Industry

Clinicians are being asked to:

- See more patients in less time
- Maintain patient satisfaction and outcomes
- Work with increasingly complex technology
- Understand broader implications of hearing loss (e.g., cognition)
- Develop their own protocols

All within the backdrop of a changing healthcare landscape and pandemic



Cochlear™ 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.

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 optimize every appointment.

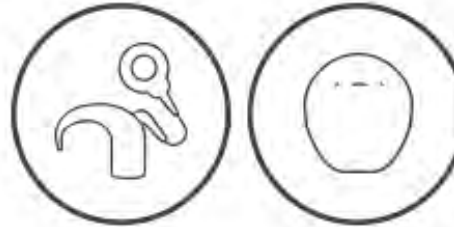
Remote Care

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

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

Connect to patients without in-clinic visits

Your patient, your care, anywhere

With Cochlear Remote Care*, you can offer your patients the convenience of quality hearing care without the need to visit the clinic.

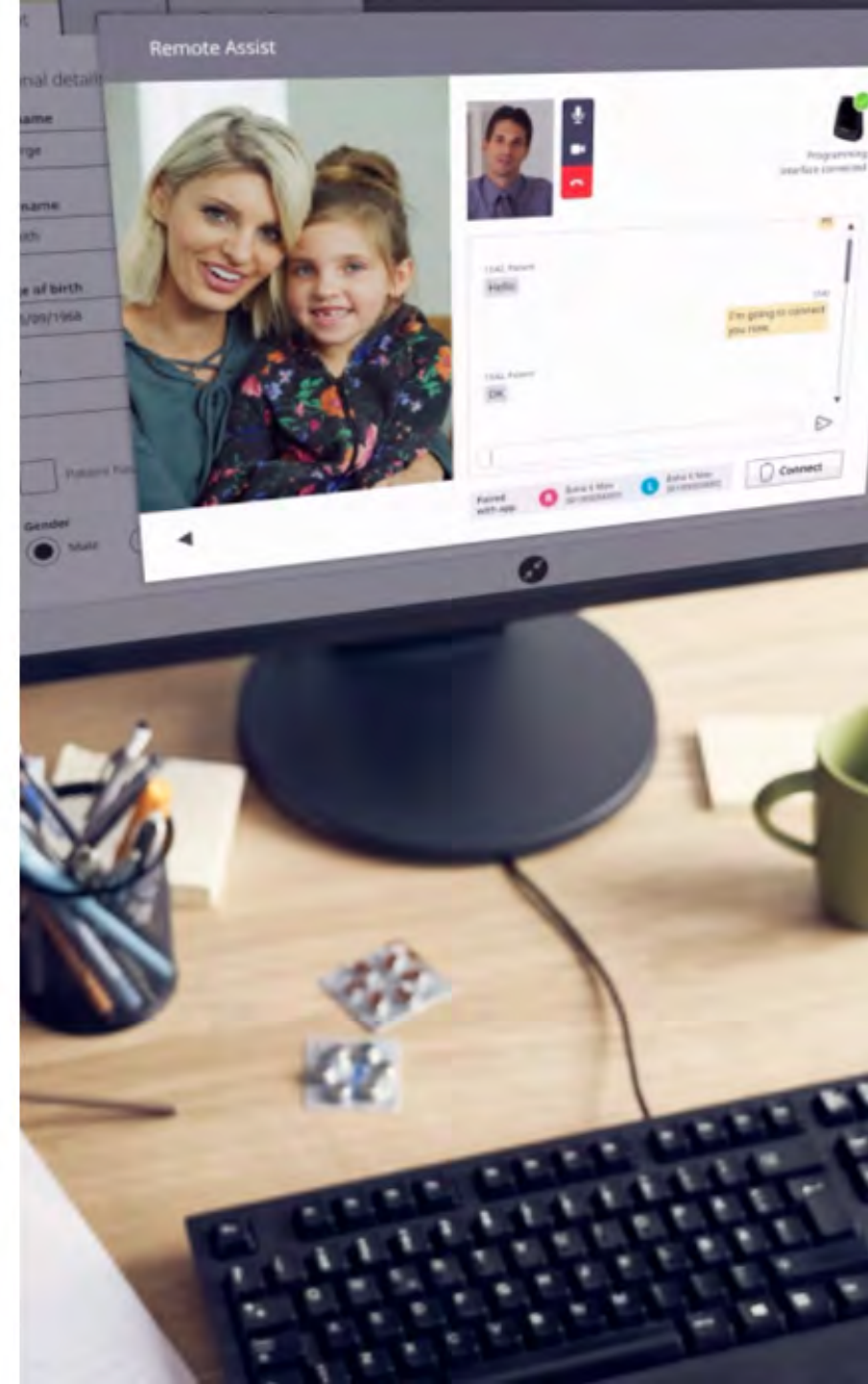
You have the flexibility to manage patient progress remotely and the ability to offer care to more patients, including those who may be limited by location, health, mobility, or work or school commitments.

Remote Assist^ for Baha 6 Max Sound Processors allows patients to meet with you remotely via a video appointment.

You can provide care remotely to your adult and pediatric patients by connecting to their sound processor through the Baha Fitting Software, where you can complete a full fitting or make adjustments to a program.

*Clinic must be enrolled in Remote Care to participate.

^ Remote Assist for Baha is intended for a follow-up adjustment or setup of a replacement or upgrade sound processor for suitable qualified patients based on clinical judgment. For sound processor and app compatibility information visit www.cochlear.com/compatibility.



Did you know...

63%

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

All Ages

Clinicians reported the potential use of Remote Assist for a wide range of patients from the very young to older adults²

23 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 professional²



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

2) Cochlear Limited. D2040440 Early experience of Cochlear™ Remote Assist for Baha® 6 Max: a real-world perspective – December 2022

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]

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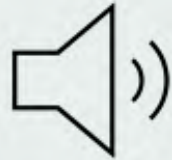
Remote Assist for Baha 6 Max

Cochlear Remote Assist

A hearing health service that allows for live video consultation and remote sound processor fitting and adjustments



**Video
consultation**



BC Direct



**Feedback
Analyser**



**Access to all
fitting flows
in software**



Using Remote Assist

1

Counseling

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

2

Troubleshooting

- Issue identification and resolution
- Patient-initiated support

3

Upgrade Processor Fitting

- Complete a first fitting of an upgrade processor or fit a replacement processor including Feedback Analyzer and BC Direct

4

Follow-up

- Check of sound processor adjustments following a fitting
- Conduct annual follow-up



Use Case examples

1

Counseling

Jaimie's parents contact you about his softband. They have questions on appropriate placement and adjusting for different situations such as the car seat.

You set up a Remote Assist session to counsel Jaimie's parents, answer their questions, and reassure them.



Use Case examples

2

Troubleshooting

Sharon contacts the clinic concerned that her sound processor is sounding muffled.

You set up a Remote Assist session to troubleshoot the equipment and determine whether replacement parts are required or run BC Direct and make any fine tuning changes as needed.

You determine that the sound processor needs to be replaced and schedule another Remote Assist session to program the replacement processor once Sharon receives it.



Use Case examples

3

Upgrade Processor Fitting

Sophie has received her processor upgrade and would like to have it programmed so she can use it right away.

You set up a Remote Assist session to measure BC Direct, run the Feedback Analyzer, and program the processor, as well as provide counseling on the new features and benefits of the upgraded processor.



Use Case examples

4

Follow-up

A family who lives over two hours from the clinic will struggle to make the required follow up visits scheduled for Dylan after activation.

You decide to set up Remote Assist visits to replace some of the in-person visits and reduce travel needed for the family.



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Preparing for Remote Assist

REMOTE ASSIST ACCESS

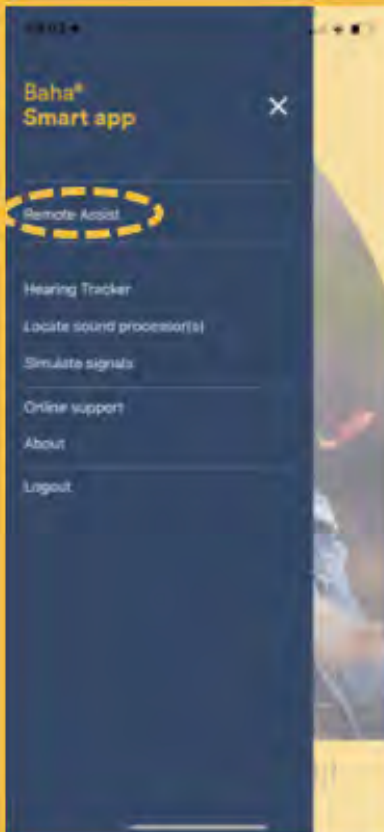


- ✓ Patients associated with your clinic will automatically have access to Remote Assist
- ✓ A Remote Assist session is initiated by the clinician via Baha Fitting Software

A Remote Assist session cannot be initiated by the recipient, however help pages are available in the app to inform and prepare the recipient ahead of a session

PATIENT

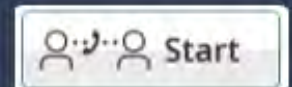
Remote Assist will appear in the Baha Smart App menu



PROFESSIONAL



On the Activity Screen in Baha Fitting Software, select the type of fitting appointment (e.g. First fitting, Follow-up). Click the 'Start Remote Assist' button to start the session



Steps

1 Schedule Remote Assist Appointment

Use your clinic's regular booking process to schedule the Remote Assist appointment and send a reminder to your patient.

2 Patient Preparation

Log in to Baha Smart App and complete the Remote Assist Checklist

3 Clinician Preparation

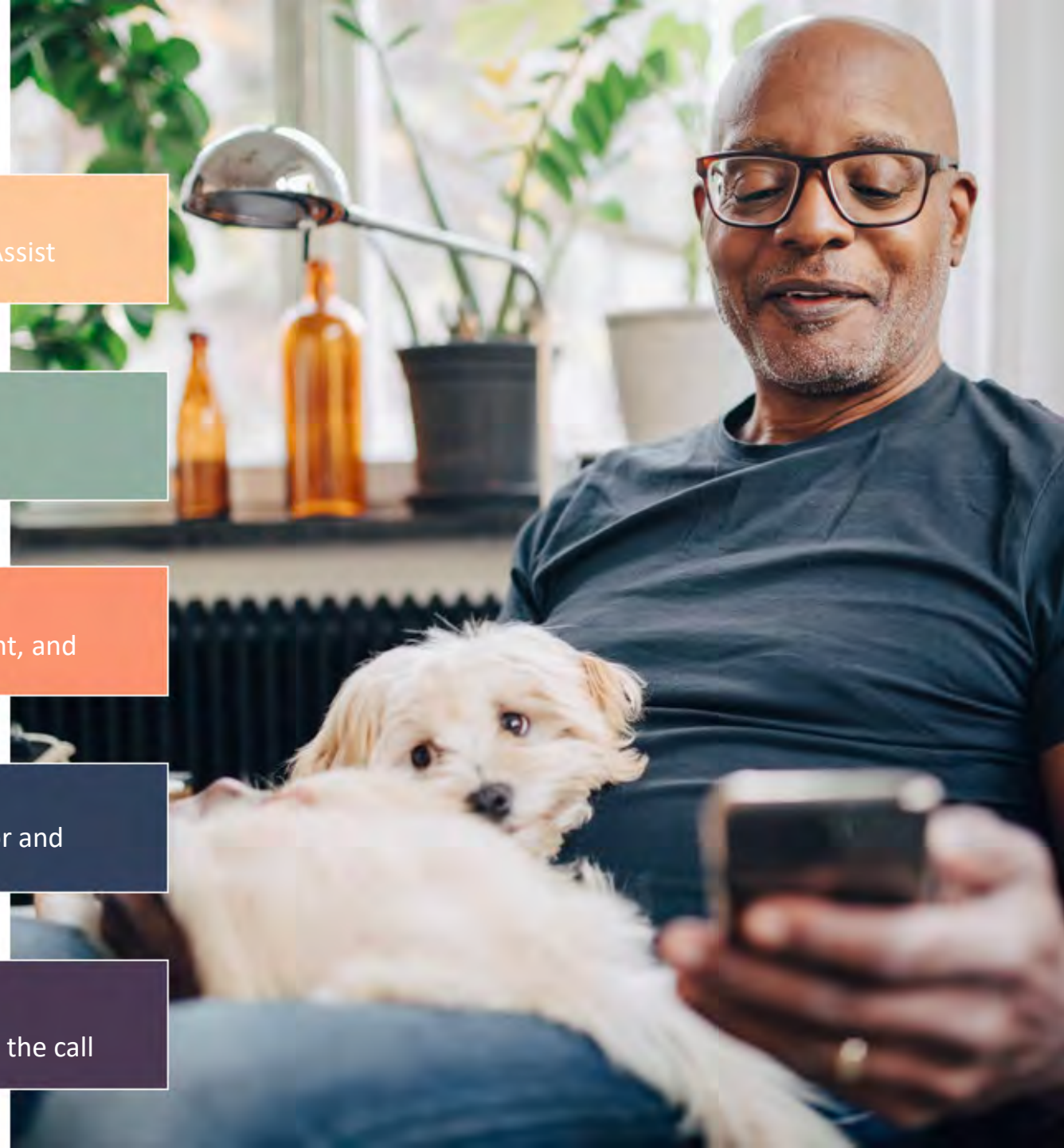
Log in to Baha Fitting Software, start Remote Assist, select the patient, and initiate the call

4 During the Remote Assist Session

Patient answers the call. The clinician may connect to the processor and complete a fitting, including Feedback Analyzer and BC Direct

5 End the Session

Clinician saves the programming to the processor and to file and ends the call



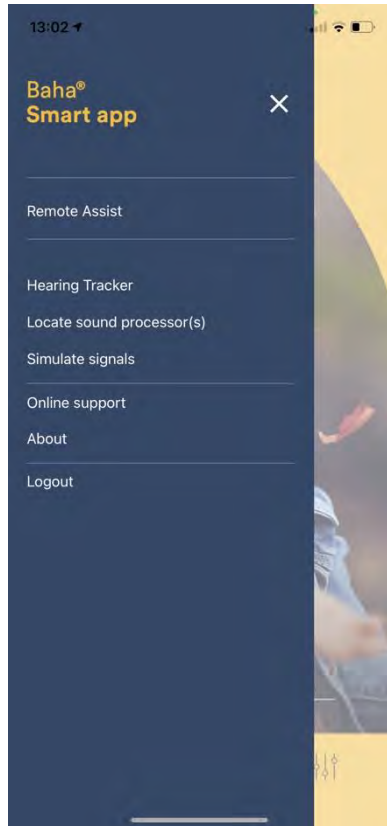
Hear now. And always



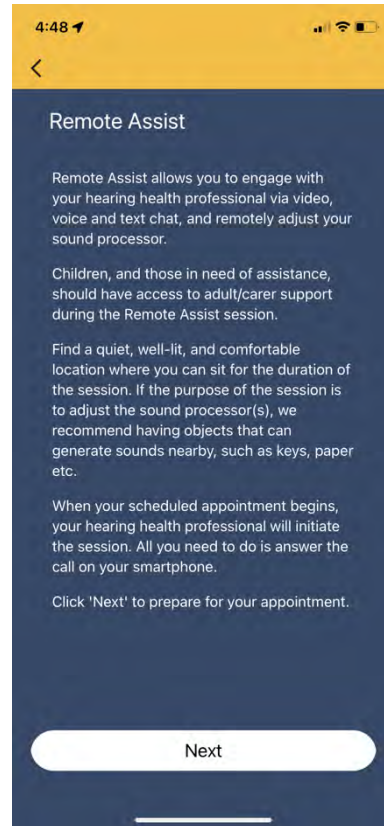
Demo

Remote Assist Set Up Before the Session

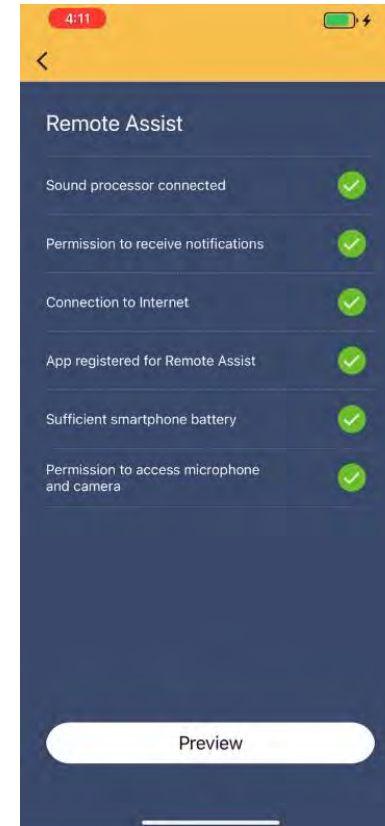
Once you have installed and logged into the Baha Smart App using your Cochlear Account, read through the Remote Assist section in the app and complete the checklist prior to your Remote Assist session. Then simply wait for your clinician to initiate the call.

**1**

Remote Assist appears in the main menu. Tap Remote Assist to learn more

**2**

Read through the information and tap Next

**3**

Complete the Remote Assist Checklist to prepare for a session

**4**

Preview the camera and check background noise

Remote Assist Fitting

Remote Assist allows you to perform a full fitting, including Feedback Measurement and BC Direct.

Exceptions:

Once connected, almost all features in Baha Fitting Software 6 are available to use. There are two exceptions:

- True Wireless™ devices must be paired outside of fitting software
- Complete the first pairing of bilateral processors prior to the Remote Assist session. Once configured as a pair, Remote Assist can connect to both processors simultaneously for programming.



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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 Baha 6 Max Sound Processor
- The access and motivation to use smartphone and video call functions – ask your patient, “Do you like your smartphone?”
- Baha Smart App installed on smartphone
- Strong and stable internet connection (Cell signal or WiFi)



Remote Assist Early Experience Feedback



ACCESSIBILITY AND TIMELY ACCESS TO CARE

79% felt Remote Assist offers access to care when unable to get to the clinic¹



CLINICIAN CONNECTEDNESS

79% felt Remote Assist keeps them connected with their clinician when not attending the clinic¹



TIME AND COST SAVINGS

100% felt Remote Assist saves time¹

86% felt Remote Assist may save them money¹



EMPLOYMENT LEAVE

71% felt Remote Assist prevents the need to take time off work¹

Remote Assist Early Experience Feedback

100%

of patients surveyed would prefer to use Remote Assist as part of their future appointments¹



43% of patients surveyed 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

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 has a Cochlear account and has logged into the Smart App
- ✓ The patient has paired the Baha 6 to the app
- ✓ The patient has "Remote Assist" in the app menu



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Getting Started with Cochlear™ Remote Care

Getting Started with Remote Care

1. Identify patient and clinic needs

Evaluate your clinical protocol. Select which patients and clinical situations will utilize Remote Care.

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

Counsel patients about the availability of Remote Care and schedule patients for Remote Assist sessions.

4. Evaluate and Maximize Use

Review your implementation of Remote Care and make adjustments as needed.

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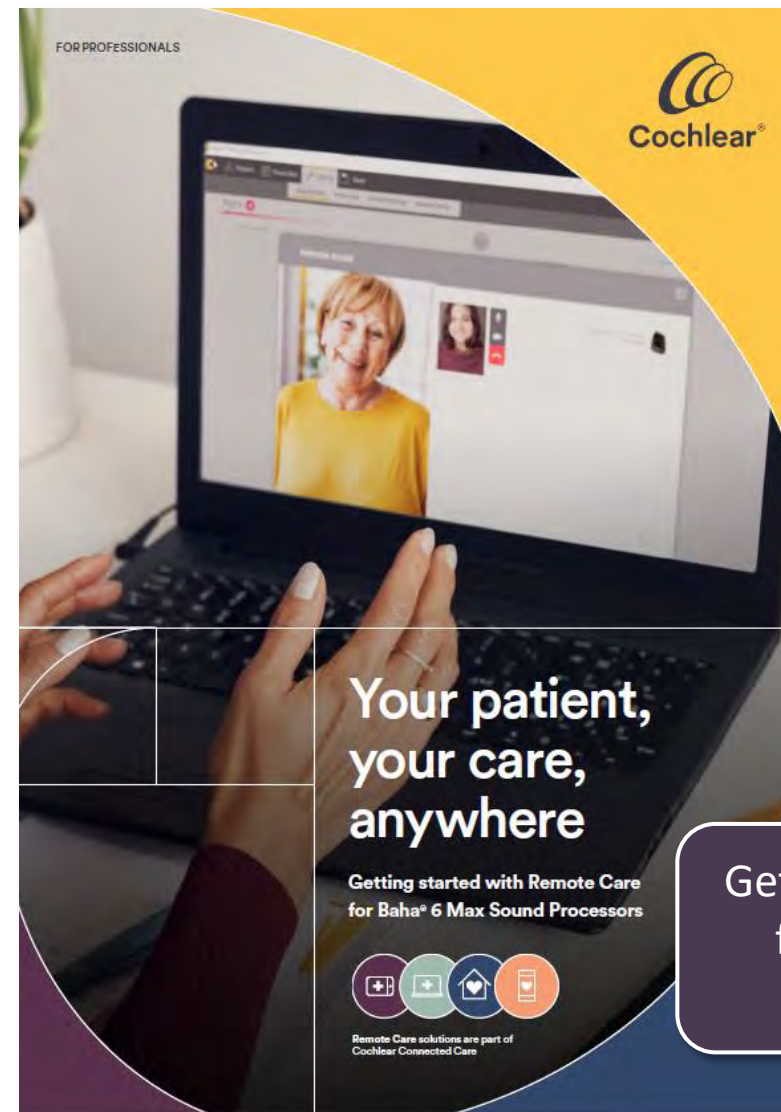


Resources

Getting Started Guides

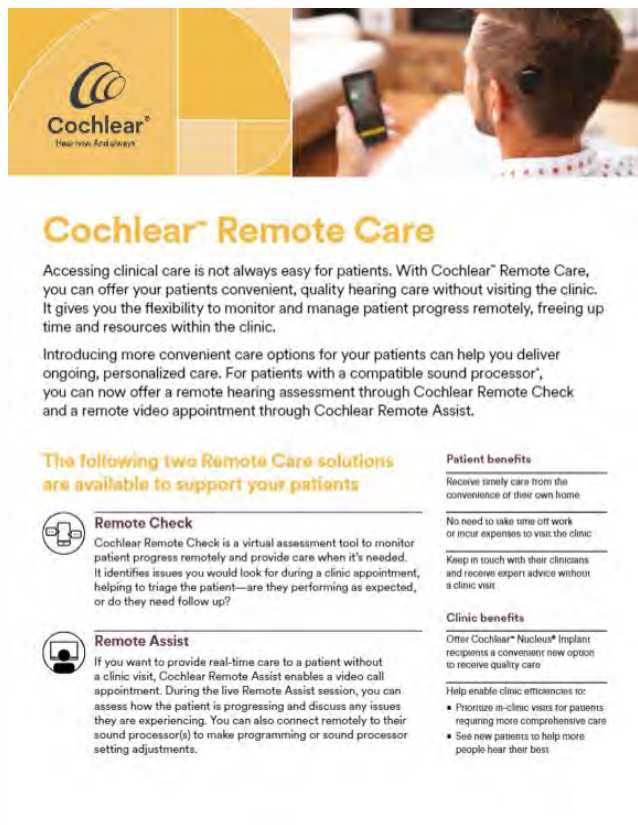


Getting Started Guide
for Patients
(BUN957)



Getting Started Guide
for Professionals
(BUN955)

Implementation Support



Cochlear Remote Care

Accessing clinical care is not always easy for patients. With Cochlear Remote Care, you can offer your patients convenient, quality hearing care without visiting the clinic. It gives you the flexibility to monitor and manage patient progress remotely, freeing up time and resources within the clinic.

Introducing more convenient care options for your patients can help you deliver ongoing, personalized care. For patients with a compatible sound processor*, you can now offer a remote hearing assessment through Cochlear Remote Check and a remote video appointment through Cochlear Remote Assist.

The following two Remote Care solutions are available to support your patients

	Patient benefits	Clinic benefits
Remote Check Cochlear Remote Check is a virtual assessment tool to monitor patient progress remotely and provide care when it's needed. It identifies issues you would look for during a clinic appointment, helping to triage the patient—are they performing as expected, or do they need follow up?	- Receive timely care from the convenience of their own home - No need to take time off work or incur expenses to visit the clinic - Keep in touch with their clinicians and receive expert advice without a clinic visit	- Offer Cochlear Nucleus® Implant recipients a convenient new option to receive quality care - Help enable clinic efficiencies to: - Prioritize in-clinic visits for patients requiring more comprehensive care - See new patients to help more people hear their best
Remote Assist If you want to provide real-time care to a patient without a clinic visit, Cochlear Remote Assist enables a video call appointment. During the live Remote Assist session, you can assess how the patient is progressing and discuss any issues they are experiencing. You can also connect remotely to their sound processor(s) to make programming or sound processor setting adjustments.		



Cochlear Remote Assist

Data privacy and information security overview

Baha® 6 Max Sound Processor



Reimbursement Considerations for Cochlear™ Remote Care Solutions

Within Cochlear's Connected Care Portfolio are technologies supporting the delivery of patient care through remote solutions. Remote Care offers audiologists several tools to give them the flexibility to customize patient care, increase clinic efficiency and maximize their time delivering patient care.

The focus of this resource is a discussion of reimbursement considerations for Remote Check, Remote Assist for Nucleus® System, as well as Remote Assist for Baha® System. We provide additional resources that may be helpful for further inquiry and respond to FAQs in each section.

The Market Access team is available to help customers. We encourage the use of our Coding Hotline or the Reimbursement Resource Hub. The hub is designed to assist with insurance and reimbursement questions and has many available resources. Customers may also reach out to their Regional Reimbursement Manager with questions. To identify their Regional Reimbursement Manager, customers may check here.

Remote Check

Remote Check is an app-based testing tool allowing patients to undergo a hearing check from the convenience of their own home, via the Nucleus® Smart App. Patients complete a series of activities to collect hearing health information, including a test of their hearing, photographs of the implant site, and diagnostic data from the implant and sound processor. Results are sent remotely to the patient's audiologist for review using myCochlear.com.

Reimbursement Pathway for Remote Check

Q1. Does Medicare cover Remote Check as a telehealth service?

Unfortunately, no. While Medicare broadened access to telehealth services during the COVID-19 public health emergency (PHE) so patients could receive a wider range of services from their clinicians without having to travel to a facility, Medicare does not recognize Remote Check as a telehealth service due to its store and forward or asynchronous nature.

Q2. If Remote Check isn't considered telehealth, how will an audiologist obtain payment for providing the service?

At present, there isn't a specific CPT code or coverage by Medicare for the asynchronous Remote Check interaction. Practices may consider accepting private payment from Medicare patients in accordance with Medicare requirements.

Commercial Insurance and Medicaid coverage may be available, so we encourage practices to verify benefits of patients and request authorization for coverage. Additionally, we suggest confirming the appropriate codes with the patient's health plan. If the patient's health benefits do not cover Remote Check services, a private-pay arrangement may be an option so long as it isn't prohibited by the patient's plan.

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Remote Care Flyer
(FUN4068)

Data & Privacy
Guidelines
(BUN954)

Reimbursement
Considerations
(CAM-HE-033_G)



Quality care, anywhere

Remote Assist for Baha is intended for a follow-up adjustment or setup of a replacement or upgrade sound processor for suitable qualified patients based on clinical judgment.

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.

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



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 read 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 hearing health provider to determine if you are a candidate for Cochlear technology. Outcomes and results may vary.

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