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Your Care Anywhere: Remote Assist for Baha
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- [Wendy] Hello and welcome to "Your Care Anywhere: Cochlear Remote Assist for Baha 6 Max." I'm Wendy Potts. I'm an audiologist and product manager at Cochlear for Software and Connected Care for our bone conduction product portfolio. So this course will cover when to use Remote Assist and with who, what patients might benefit from a Remote Assist session and why Remote Assist might be important in your clinical protocol. And we'll also review some use cases. We'll show you how to set up, connect to, and facilitate a Remote Assist session, including what applications that you and your patient need and what tools are available to you in the Remote Assist session to complete a fitting. And we will review resources.

So what's available to you and your patients to support your sessions. Today clinicians face more pressures and need to see more patients in less time while still maintaining patient outcomes and satisfaction and continue to learn new and more complex technology. All of this is happening while changes in the broader healthcare world continue to affect how we deliver care. We know that you are deeply committed to providing quality care over the lifetime of your patients. Cochlear's mission is also about helping people hear and be heard. And an important part of this is about transforming the way professionals, such as yourself, understand and treat hearing loss by bringing to market a range of care-driven solutions. Remote Assist for Baha, that we will talk about in this session, is one of those solutions.

Remote Assist for Baha is part of Cochlear's Connected Care portfolio. We understand how important your patients, their progress and hearing outcomes are to you. But as you face increasing demands on your time, prioritizing quality patient care can be a challenge. That's why Connected Care Solutions gives you, the flexibility to customize patient care, increased clinic efficiency, and maximize your time, so you can focus on what matters most. Connected Care was designed to support you and your patients at every stage of the hearing health journey no matter where care is being delivered or received. This includes surgical care, delivering solutions which enhance surgical

outcomes via fast intraoperative insights, in-clinic care offering a comprehensive portfolio of fitting software and patient management tools to help you support your patients, self-managed care providing solutions for patients to proactively manage their hearing health journey, and finally, Remote Care where we are going to be focusing on today, which is all about technologies that are designed to provide access to ongoing and consistent care and maintaining the important connection between you and your patients.

So what do we mean by Remote Care? These are the technologies that support you to deliver quality patient care outside the traditional four walls of the clinic. They allow the patient to get quality hearing care without making a trip to the clinic. Remote Care offers you flexibility to remotely monitor and manage patient progress. And importantly, Remote Care means providing services in a time and place that suits both you and your patients better. Today our Remote Care portfolio consists of Remote Check, an asynchronous support tool for recipients with compatible Nucleus Sound Processors and Remote Assist, asynchronous or live support tool for recipients of either compatible Nucleus Sound Processors or the Baha 6 Max Sound Processor. So we will review Remote Assist for Baha in this session.

For more information on Remote Check or Remote Assist for Nucleus please see our other courses on AudiologyOnline. With Cochlear Remote Care, you can offer your patients the convenience of quality hearing care without the need to visit the clinic. This means they can check in with you for a visit from anywhere at home, at work or while they're away. For you, this means the flexibility to manage patient progress remotely and the time to offer care to more patients, including those who may be limited by location, health, mobility or work, school, and family responsibilities. Patients can conveniently access Remote Care services through their compatible smartphone and you have access to all the tools in the fitting software to complete a full fitting or just do some fine tuning.

When incorporated into clinical practice, connective care can have a large impact on the way you might deliver care to your patients. In a recent survey of older adults with hearing loss with an average age of 70, 63% said they would use remote care if offered by their clinician. Another statistic you might find surprising is that 75% of older Americans have a smartphone, a number that's rising every year. From December, 2021 to August, 2022, 10 clinics in the US and across Europe participated in early access of Remote Assist for Baha and provided their feedback and insights from first experiences in clinical practice before a wider release. In the early access experience, clinicians used Remote Assist with ages ranging from under five years up to 69 years of age, and reported they would use Remote Assist in the future with patients of all ages as well as those who may be unable to attend an in-clinic appointment due to distance, mobility, or health issues.

86% of patients surveyed rated their Remote Assist appointment time as being the same as or quicker than a typical in-clinic visit with the average time for a Remote Assist appointment being 23 minutes. And 9 out of 10 patients would use Remote Assist again. When we consider providing care to patients remotely, it is important to be sure we provide the highest standard of care to our patients. Research has demonstrated that remote audiology services can provide the same level of care as traditional face-to-face visits. But they can do it in less time, and with significant benefits for patients. Less travel, less time off work, and less cost. So let's get into Remote Assist for Baha. So Remote Assist for Baha is a service that allows you to meet remotely with a patient to conduct consultation, or offer troubleshooting and support via live video, audio, and chat.

You can connect to and adjust the sound processor fitting or perform a first fit including BC Direct and Feedback Analyzer. You can also provide sound processor upgrades or replacement devices without the need for the recipient to visit the clinic.

So Remote Assist for Baha can be used for many different patient presentations. A counseling Remote Assist session can be used to check in with the patient and address questions. For troubleshooting and patient triage when something unexpected happens and the patient requires assistance. To provide sound processor upgrades or replacement devices without the need for the recipient to visit the clinic. And to conduct a follow-up fitting, or annual visit or complete a quick session for some fine tuning or add programs or change settings.

So let's review a few use cases. For counseling in this case, Jaimie's parents contact you about his softband. So they have questions on appropriate placement and adjusting for different situations such as the car seat. So you set up a Remote Assist session to counsel Jaimie's parents answer their questions and reassure them. And another benefit of Remote Assist is that you can see the patient in their actual environment. So you can take a look at Jaimie in the car seat and counsel appropriately for their correct placement. For troubleshooting Sharon has contacted the clinic concerned that her sound processor is sounding muffled. So you've set up a Remote Assist session to troubleshoot the equipment and determine whether replacement parts are required, or you can also run BC Direct and make fine tuning changes if that's needed.

So in this case, you've determined that the sound processor needs to be replaced. And you schedule another Remote Assist session to program the replacement processor once Sharon receives it. So in this case we're looking at an upgrade processor fitting. Sophie has received her processor upgrade and wants to have it programmed right away. So you set up a Remote Assist session, so you can measure BC Direct run the feedback analyzer and program the processor. And you can also provide that counseling on the upgraded processor's new features and benefits. And in this case, you have a lot of follow-up appointments scheduled for this family who lives over two

hours away from the clinic and they may struggle to make the required follow-up visits after Dylan's activation.

So you decide to set up some Remote Assist sessions to replace some of those in-person visits. And this reduces the travel time needed for the family. All right, so how do you get set up for Remote Assist session? So prior to patients being able to access Remote Assist they need to be associated with your clinic. This requires a Cochlear account and for the patient to log into the Baha Smart App with this account. This Cochlear account must be linked to the same clinic that is linked to the fitting clinician. Clinic association may be completed by contacting Cochlear customer service or by using the clinic association feature within Remote Assist in the Baha Fitting Software. When your patient is associated with your clinic, Remote Assist will be available in their Baha Smart App menu.

The patient then can tap Remote Assist to review information and complete a Remote Assist checklist to prepare for their session. They may also preview their camera and check background noise in their location. In the Baha Fitting Software, after you have logged in online with your My Cochlear professional credentials on the activity screen, select the workflow for the session such as a first fit follow up or upgrade and click the Remote Assist start button with the phone icon on the left. The start button on the right will start an in-clinic session. Remote Assist is initiated via a phone call from the Baha Fitting Software to the patient's Baha Smart App. Clicking the Remote Assist start button will bring up a list of patients.

Select the patient's name and initiate the phone call. The recipient will answer the call on their smartphone and the Remote Assist session will begin. So here's how Remote Assist for Baha works step by step. Schedule a Remote Assist appointment the same way using your clinic's regular booking process and send a reminder to your patient. The patient then goes through the Remote Assist checklist in their Baha Smart

App in preparation for their appointment. At the scheduled appointment time log into Baha fitting Software using your My Cochlear Professional account. Select the activity, click the Remote Assist start button and choose the recipient from the patient list and click to call. The patient or family member who may be assisting answers the call on their smartphone and the session is established.

At this point you can connect to the patient's sound processor and complete activities just like you would for an in-clinic fitting session, such as feedback analyzer, BC Direct, and fine tuning. Once any changes are saved to the processor and the session objectives are completed, disconnect from the sound processor and end the call. So now I'd like to walk you through the process. You'll see both sides of the session. The demo will show the Fitting Software and the Smart App side by side. But first, let me show you the Remote Assist checklist in the Baha Smart App. The demo will pick up after that is completed. To prepare for the session, the patient should complete the checklist which confirms connection of the processor, access to the internet, allowed notifications and allowed permissions to the phone's microphone and camera.

The recipient may either use a wifi signal or cell phone signal, whichever internet connection is the most robust. And the recipient can also preview their camera and the bar at the bottom of the screen will indicate the level of background noise. It's recommended to for them to be in an area with good lighting and low levels of noise to make the most of the Remote Assist session. So when you open Baha Fitting Software you would log in as you normally do, either through Noah or if you're in standalone you would log in using your username and password. At this point you do wanna log in online, so click the login online button and fill in the information for your My Cochlear Professional login and password.

You may be associated with more than one clinic, so select the clinic that you are working for today and that the patient is associated with. Then you wanna select the

activity that you're going to be doing with that patient. For today, we'll select a follow-up appointment. Then we're gonna hit the Remote Assist start button which is the one on the left with the phone in between the people. Another thing to note is that the Noah Link Wireless is connected to the fitting computer and you have that green check there. So I'm gonna hit the start button and this this pulls up a list of patients associated with your clinic. What you wanna do is select the patient that you're working with today, you can either search in the search bar or select the patient from the list.

If for some reason you don't see your patient name in the list, you can click invite patient. This will pull up a notification for the patient to scan this QR code or enter the clinic code into their Smart App. And this will associate the patient with your clinic. So I've selected my patient and I'm going to the next step. This is where I can look at my camera and microphone settings, and make sure everything is working on my end. And then I can initiate the phone call with the patient. So Baha Smart App will receive the call and the patient just answers the call as they normally would on their phone. So now we are in the Remote Assist session.

At this point you can chat back and forth with the patient and the patient can see the chat has been received and go to the chat feature and respond back. If you wanna connect to the processor to do some programming, you would click Connect. The patient does need to allow this connection so they would tap the allow button on the Smart App. And then the next steps are very familiar. The next steps are exactly what you would see with the in-clinic workflow. The only difference in the fitting software is that you can have access to the audio, video, and chat feed on the left-hand side of the screen. And the patient gets notifications in the Smart App as to what's happening on the clinician's end.

So notifications that they're connecting to the sound processor and such. At this point you can test for feedback. And then you can continue with your fitting session as you normally would. So you have access to Audiogram, BC Select and BC Direct. One thing I wanna note is that you can do BC Direct in a few different ways. You can just have the patient say, I hear it, using the audio feed, you can have them indicate on the video feed by raising their hand or something, some other way that they have heard the sound. Or you can enable the response button and the patient can tap the circle when they hear the sound. And at this point you would see the light bulb turn green showing that they have tapped the circle.

And you can complete BC Direct. You can re do the prescription and do any fine tuning changes that you need to at this point. You can add programs, you can change general settings, you can also have access to active gain. The general setting screen, the only thing you don't have access to in the Remote Assist session is the wireless setup. Wireless devices cannot be paired within the fitting session during a Remote Assist session 'cause it's competing with the same signal that's connecting to the processor for the Remote Assist session. Everything else you can do. At this point, you wanna save your settings to the processor and to your file system. And once that is completed, then you are still in the Remote Assist session.

So you can continue to talk to your patient, chat with them, talk about next steps, schedule your next appointment. You can disconnect from the processor if you are done with programming. And then when you have completed everything you want to, then either you or the patient can just tap the hangup icon and that will hang up the call. At this point you can start another Remote Assist session if you like. Remote Assist for Baha has access to all the fitting tools in the Baha Fitting Software with the exception of pairing other devices while connected to the processor in the Remote Assist session. So please pair true wireless devices outside of the fitting software. And

also if your patient is bilateral you can still use Remote Assist to program both processors.

Just make sure that the processors are paired as a bilateral set before the Remote Assist session. As long as their sound processors already are set up in the bilateral configuration, you can connect to both in one Remote Assist session. So you might be asking what patients are suitable for Remote Care. When choosing patients to use Remote Care, remember that the service can be used by both adults and pediatric patients. And consider other factors like how far the patient lives from the clinic, and whether they have issues with health or mobility or just other lifestyle situations including work or school that may impact their ability to come into the clinic. Many patients may also benefit from a blend of in-clinic and Remote Assist appointments.

Most patients with a compatible sound processor can use Remote Care services as long as they install and use the the Baha Smart App on their smartphone. Patients should have access and motivation to use a smartphone and video chat functions. They also need access to the internet which can be on their cell phone signal or on wifi. As mentioned earlier in this session Cochlear completed an early access experience for Remote Assist for Baha. When surveyed, the majority of participating patients felt that Remote Assist offered them more convenience than an in-clinic appointment. And about 8 out of 10 patients said Remote Assist offers them access to care when they are unable to get to the clinic and keeps them connected to their clinician.

All patients, 100%, felt Remote Assist saves them time and the majority of patients, 86% surveyed, felt Remote Assist saves them money related to travel time parking costs, and potential accommodations associated with an in-clinic visit, especially when traveling to the clinic from greater distances. And 7 out of 10 patients reported they don't have to take off work to access the care they need. We also asked how patients would like to interact with their clinician in the future and 100% of patients surveyed

would like to use Remote Assist as part of their future appointments. So having some in-clinic and some Remote Assist visits. But there was a group of patients, 43% who preferred to have their future appointments to be done mainly through Remote Assist.

So instead of feeling like it separated them from their clinicians the majority felt that Remote Assist actually kept them better connected with their clinician. So how do you know if your patient is ready for Remote Care? You wanna introduce Remote Care early in the process even at the initial device counseling when first introducing the candidate to bone conduction solutions. The more Remote Care is normalized as a standard part of care, the easier it will be for many patients to participate. You'll wanna assess whether the patient is comfortable with digital technology or do they have a caretaker who is comfortable and willing to help them. A great question is do you like your smartphone? It's a quick and easy way to make sure the patient can perform basic functions like loading apps, logging into apps, and using video calling.

And if they have used a video call, it gives them a context for what the Remote Assist session will be like. Remember if a patient is unable to perform these tasks themselves but they have a caregiver or companion who can help, they may still be able to take advantage of this type of care. Then you'll wanna ensure patients have the latest version of the Baha Smart App and have a Cochlear account. They will also wanna pair their processor to the app. Your Cochlear Recipient Solutions Manager can also help the patient get set up with these things. And finally, we need to make sure that the patient can see Remote Assist in the menu of the Smart App.

If not, follow the steps provided in the invite patient button, in the Remote Assist feature in Baha Fitting Software to create the clinic association and allow Remote Assist to enable in the menu of the app. Now how can you and your clinic get started with Cochlear Remote Care. To implement Remote Care in your clinic first reach out to your Cochlear representative who can assist you through the process. You'll wanna

consider how your clinic sees new and established patients today and identify where Remote Care can supplement your clinic model. So can Remote Care replace in-clinic visits? Can Remote Care support upgrade visits? can Remote care support troubleshooting appointments and help triage patients who need to come into the visit into the office for a visit?

Can Remote Care help support counseling sessions with patients? So you wanna decide on the criteria that makes sense for you and then evaluate it from time to time to make sure you are offering it to patients who can benefit. The next step is to enroll in Remote Care with Cochlear. There is a fee for the use of Remote Care in accordance with federal regulation. Since this is a service that you can charge your patients for, Cochlear is required to charge for the service. Talk to your Cochlear representative about subscription options and choose the correct package for your clinic based on your needs. Then start using Remote Care. Introduce Remote Care to your patients and begin scheduling Remote Assist visits.

There are a few logistics to consider when managing Remote Care in your clinic. So Remote Assist visits can be done from anywhere and don't need to tie up treatment rooms. So how might this free up space at your clinic? Also think about scheduling. How will schedulers know when to offer remote visits to patients? And finally, we'd recommend evaluating how things are going and maximize use of Remote Care. You don't have to do it all at once. You can start slowly with your new patients or just your upgrade patients for adults or for pediatric patients, whatever makes the most sense for your clinic. And then as you use it, and see how it impacts your clinic model you might wanna include more or different use cases.

Again, your Cochlear team is with you every step of the way to help you if you need it. Cochlear has resources to help you get set up with Remote Care and to help you and your patients in the remote session. So we have the Getting Started Guide for patients

and the Getting Started Guide for professionals. These are detailed guides for you and your patient that will walk you through the entire process of working with Remote Assist and will ensure your patients have all the information they need. These resources are available for you to help you implement Remote Care in your clinic including the Remote Care Flyer, Data & Privacy Guidelines and Reimbursement Considerations. So contact your Cochlear representative and let us help you get started with delivering convenient, flexible, and secure Remote Care solutions to your patients. Thank you.