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- | | |
|--|---|
| <ul style="list-style-type: none">▪ On a Mac<ul style="list-style-type: none">▪ Open PDF in Preview▪ Click File▪ Click Print▪ Click dropdown menu on the right “preview”▪ Click layout▪ Choose # of pages per sheet from dropdown menu▪ Checkmark Black & White if wanted. | <ul style="list-style-type: none">▪ On a PC<ul style="list-style-type: none">▪ Open PDF▪ Click Print▪ Choose # of pages per sheet from dropdown menu▪ Choose Black and White from “Color” dropdown |
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Beltone Remote Care Options: Meeting Patient Needs in a Complex Time

Presenters:

Christopher Phoenix HIS
Regional Training Manager

Webinar FAQs

For assistance or tech support:

- Call 800-753-2160
- Email customerservice@AudiologyOnline.com
- Use the Q&A

Where to get the handout:

- Download from Pending Courses
- Or click on link from Chat

How to ask a question:

- Click Q&A, type your question and click Send

How to earn CEUs:

- 15-30 minutes after the webinar, go to your 'Pending Courses' page and pass the multiple-choice exam

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Learning Objectives

After this course, participants will be able to explain the role GN Online Services plays in Remote Care

After this course, participants will be able to describe the process for submitting a fitting assistance request through the HearMax app, how to initiate and complete a Remote Care live session, and how to receive a fitting assistance request, and then send a package back to the patient.

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Learning Objectives

After this course, participants will be able to describe the concept of Remote Care/Remote Care Live and the relevant processes involved as well as explain when it is advantageous to use one system over the other.

After this course, participants will be able to list at least 3 benefits of using Remote Care/Remote Care Live.

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continued

What a great time to be alive



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continued

Our most powerful ally?



6

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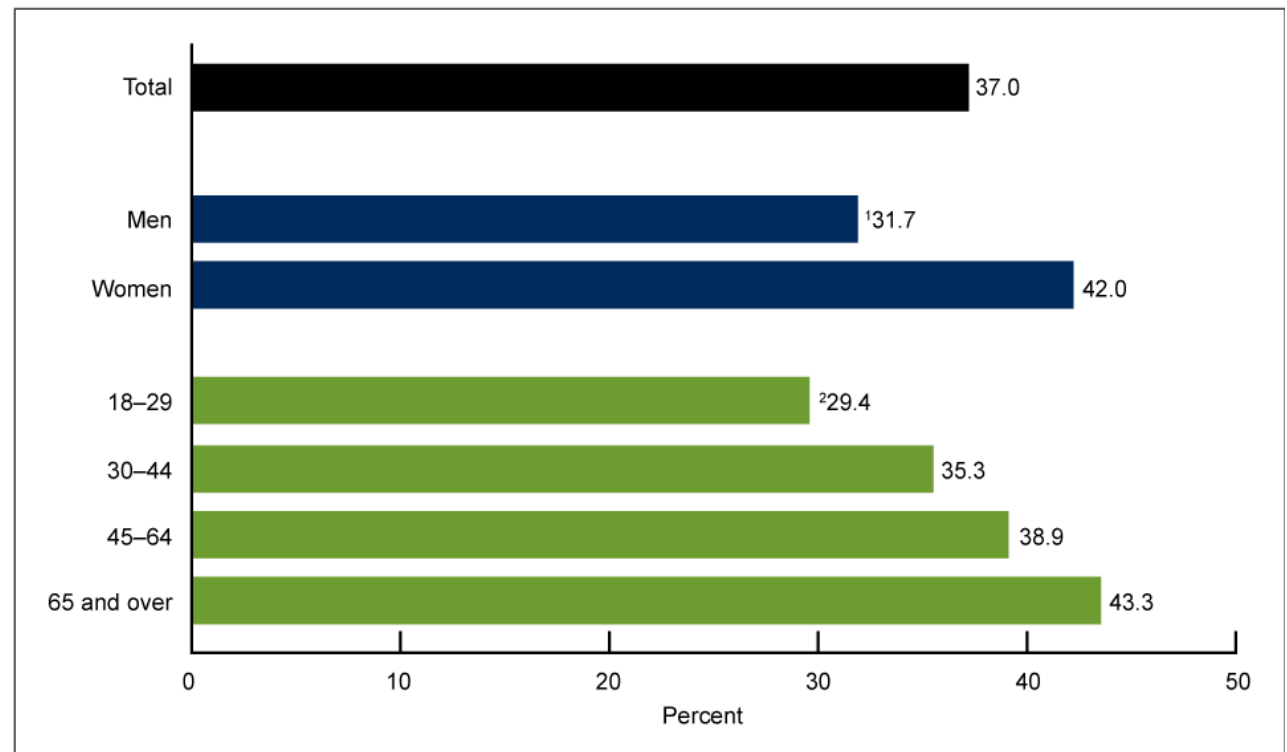
**Telehealth is the
answer to an
increasing customer
demand**

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Telehealth demand continues to grow

Figure 1. Percentage of adults aged 18 and over who used telemedicine in the past 12 months, by sex and age: United States, 2021



¹Significantly different from women ($p < 0.05$).

²Significant linear trend by age ($p < 0.05$).

NOTES: Telemedicine use is defined as an appointment with a doctor, nurse, or other health professional by video or phone. Estimates are based on household interviews of a sample of the U.S. civilian noninstitutionalized population. Access data table for Figure 1 at: <https://www.cdc.gov/nchs/data/databriefs/db445-tables.pdf#1>.

SOURCE: National Center for Health Statistics, National Health Interview Survey, 2021.

A photograph of a woman adjusting a hearing aid on an older man's ear. In the background, another woman is visible, looking towards the camera. The image is overlaid with a blue semi-transparent banner containing text.

Time is money

**75% of hearing aid fittings require
more than 1 fine tuning appointment**

Source: Larger European Retail chain selling multiple brands

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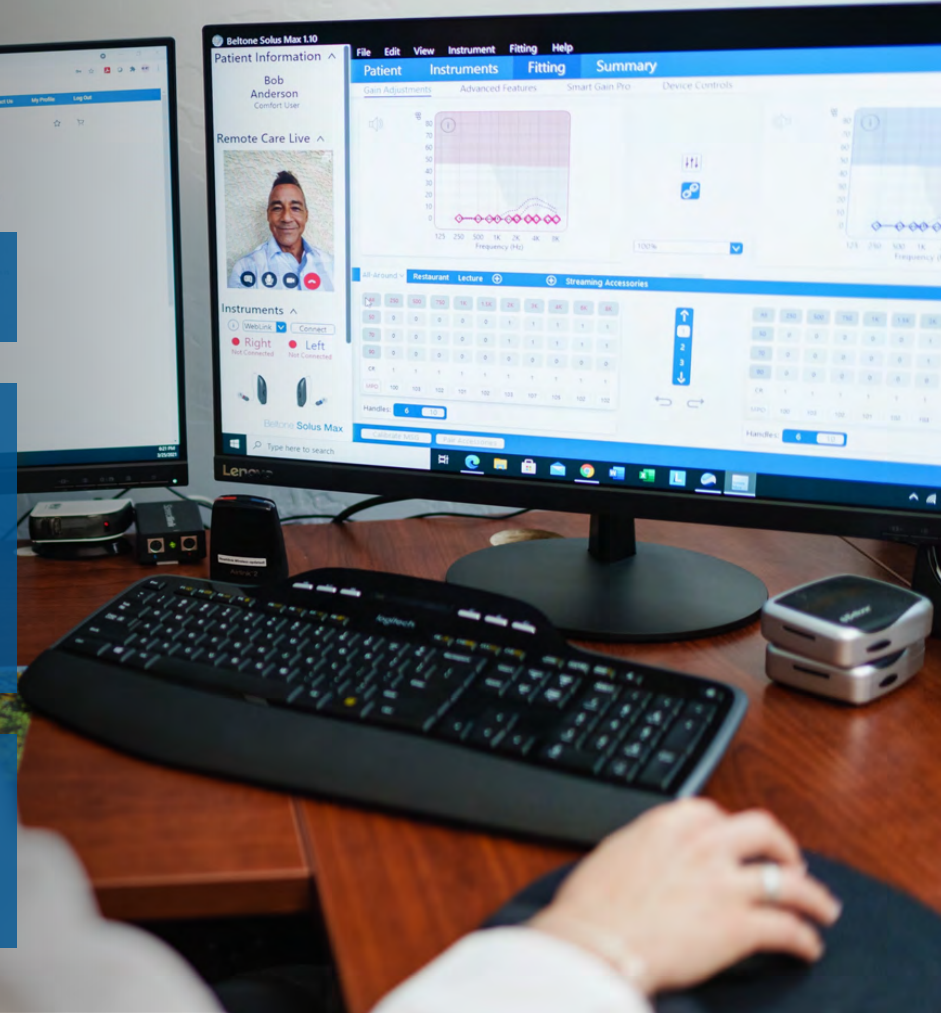
continued

Remote Care Patient Benefits

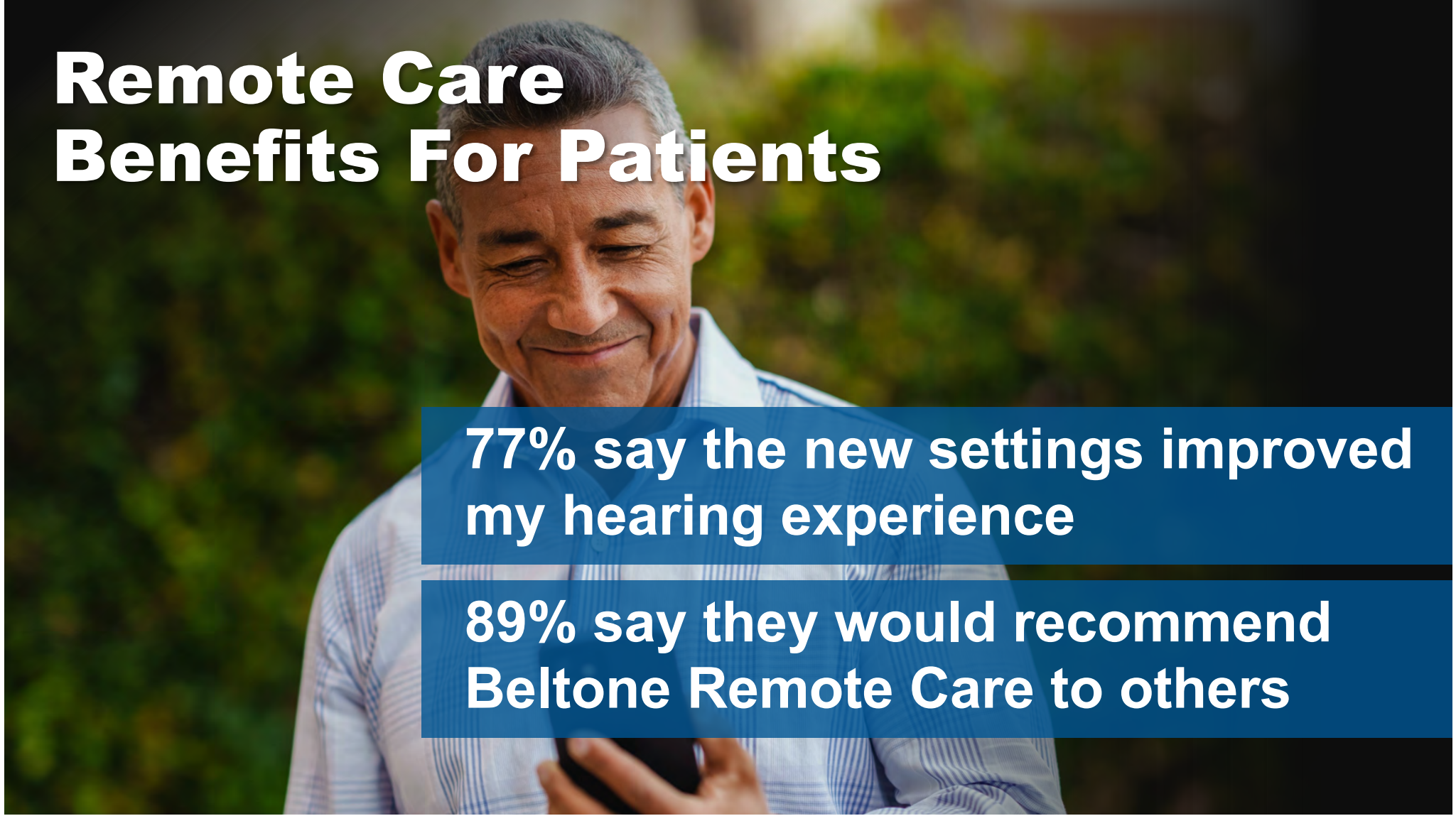
Convenient access to care

Hearing instruments care
be adjusted based on real
world patient experience

Patients are empowered
and more engaged



Presented in partnership with

A photograph of a middle-aged man with grey hair, smiling and looking down at a smartphone he is holding in his hands. He is wearing a light blue and white striped button-down shirt. The background is a blurred green hedge or foliage.

Remote Care Benefits For Patients

**77% say the new settings improved
my hearing experience**

**89% say they would recommend
Beltone Remote Care to others**

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continued

Remote Care Benefits For HCPs

Enhance level of care

Helps build rapport with patient by being invited into their lives more fully

Complete an adjustment in less time than in person appt

Competitive advantage

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Remote Care Benefits For HCPs

94% say it helps them provide a better hearing experience for their patients

100% say they would recommend Beltone Remote Care to others

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Beltone Remote Care

```
graph TD; A[Beltone Remote Care] --> B[Hearing Aid Software Updates]; A --> C[Remote Fine-Tuning]; A --> D[Live Assistance (Beltone Remote Care Live)];
```

**Hearing Aid
Software Updates**

**Remote
Fine-Tuning**

Live Assistance

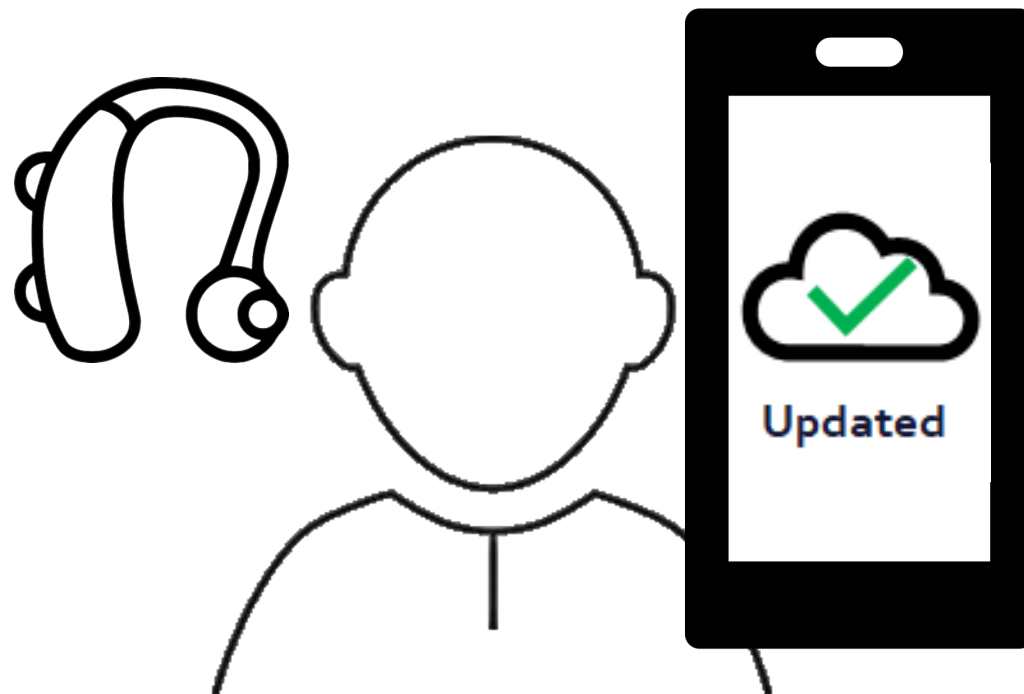
(Beltone Remote Care Live)



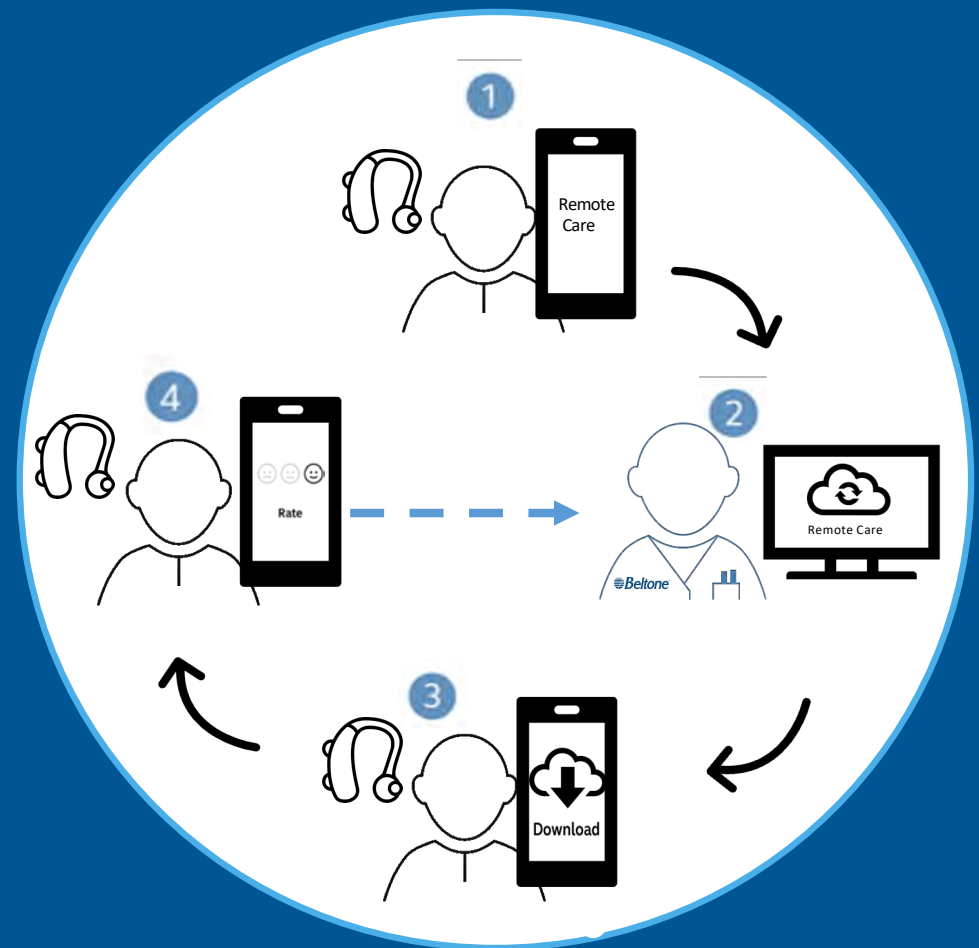
Presented in partnership with



Hearing Aid Software updates

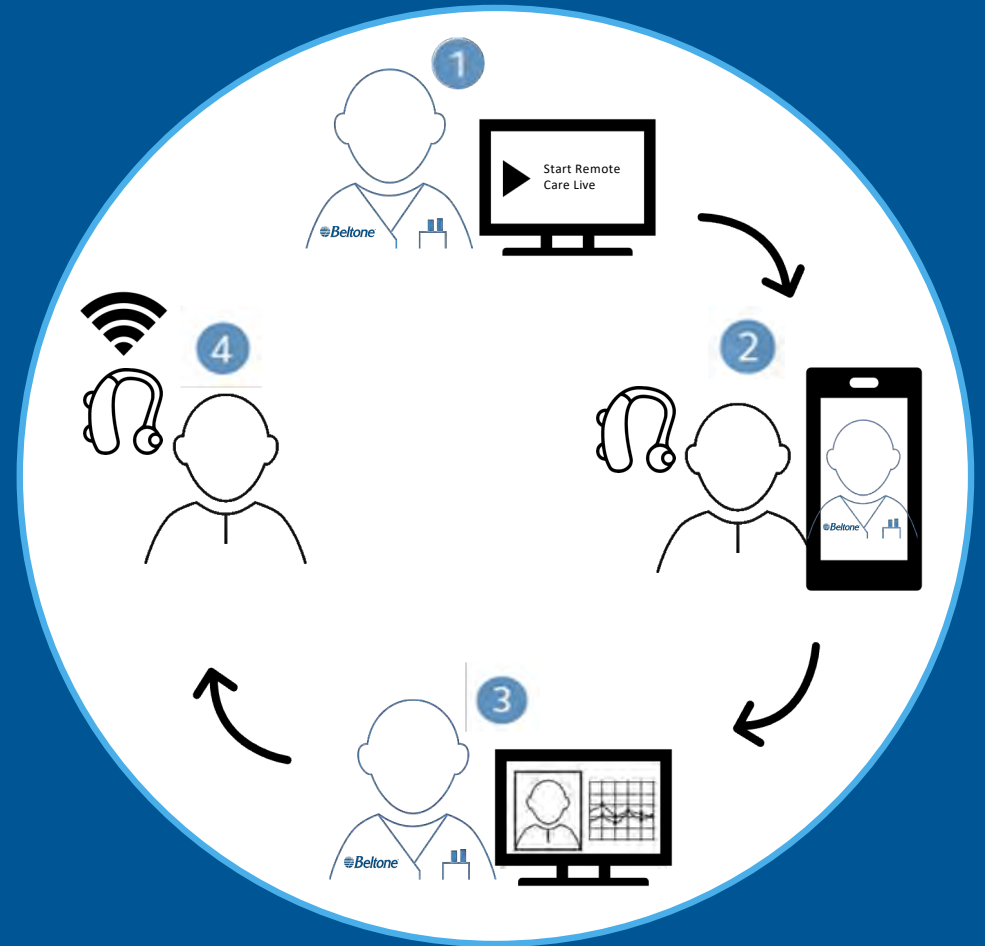


Remote Care



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Remote Care Live



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Access to Remote Care and Remote Care Live



- Requires an active GN Online Services account.
- Remote Care and Remote Care Live will be visible once Beltone activates the dispenser number.



- Remote Care Live must be enabled in Solus Max for Live Assistance to function.



- Initial hearing aid fitting must be completed in the office.
- Remote Care Live video calls can only be initiated by the HCP.

Regulatory Compliance



REGULATIONS



REQUIREMENTS

COMPLIANCE



POLICIES



STANDARDS



RULES

Beltone Remote Care and Beltone Remote Care Live remain fully compliant with all existing HIPAA regulations.

Tele-audiology is governed by state law and is legal in all 50 states.

File
Edit
View
Instrument
Fitting
Help

GN Online Services Login

Patient Information
^

Chris Phoenix
First Time User

Instruments
^

Noahli...
Connect
i

Right Not Connected
Left Not Connected

IMP1762-DRWC RIE 3LP Receiver

IMP1762-DRWC RIE 3LP Receiver

Mute
Mute

Media Player
v

Collapse Sidebar

Beltone Solus Max

Patient
Instrument Set-Up
Gain Adjustments
Advanced Features
Device Controls
Finalize

Fine Tuning
Smart Gain Pro
SATISFY

100
90
80
70
60
50
40
30
20
10
0
-10

125
250
500
1K
2K
4K
8K

100
90
80
70
60
50
40
30
20
10
0
-10

125
250
500
1K
2K
4K
8K

All-Around v
Ultra

All
250
500

50
1
5

70
0
1

90
0
0

CR
1
1.2

MPO
96
102
104
107
110
112
113
114
108
110

Handles:
6
10

Calibrate MSG

GN Online Services Login

Beltone Solus Max

Please enter username or email address

Please enter username if you have not migrated your account to unified login. If you have already migrated your account, you must enter your email address.

Continue
Cancel

100
90
80
70
60
50
40
30
20
10
0
-10

125
250
500
1K
2K
4K
8K

100
90
80
70
60
50
40
30
20
10
0
-10

125
250
500
1K
2K
4K
8K

Tools

250
500
750
1K
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2K
3K
4K
6K
8K

1
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11
15
17
15
17
14
13
10

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1
5
9
11
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12
8
8
6

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0
0
1
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1
1
1
1
1

1
1.2
1.3
1.7
1.8
1.6
1.6
1.6
1.5
1.3

MPO
96
102
104
107
110
112
113
114
108
110

Handles:
6
10

Save

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Beltone Solus Max 1.16

File Edit View Instrument Fitting Help

Chris Phoenix

Patient Information ^

Chris Phoenix
First Time User

Remote Care Live ^

Start Live Assistance

Instruments ^

Noahli... ▼ Connect i

● **Right** Not Connected ● **Left** Not Connected

IMP1762-DRWC RIE **3 LP** Receiver

IMP1762-DRWC RIE **3 LP** Receiver

🔊 Mute 🔊 Mute

Media Player ▾

⏮ Collapse Sidebar

Beltone Solus Max

Patient Instrument Set-Up Gain Adjustments Advanced Features Device Controls Finalize

Profile In-Situ Fitting Data Logging Remote Care

All Sessions ▼ Refresh

Remote Fine-tuning ⓘ On

Live Assistance ⓘ On Off

There is no data available at this moment.

Presented in partnership with

Beltone Solus Max 1.16 File Edit View Instrument Fitting Help Chris Phoenix

Patient Information ^ Patient Instrument Set-Up Gain Adjustments Advanced Features Device Controls Finalize

Chris Phoenix
Experienced - Full-time, Non-Li...

Instruments ^

Noahli... Connect ⓘ

Right **Left**
Connected Connected

IMP1762-DRWC IMP1762-DRWC
RIE 3 LP Receiver RIE 3 LP Receiver

Mute Mute

Media Player v

« Collapse Sidebar

Profile In-Situ Fitting Data Logging Remote Care

All Sessions Refresh

Remote Fine-tuning ⓘ On Off
Live Assistance ⓘ On Off

There is no data available at this moment.

Beltone Solus Max

Presented in partnership with



Patient Consent Needed

The sharing of health information requires patient consent. Review the document with the patient and Start Consent.

A new consent version is available

Cloud-enabled dispensers

Remote fine tuning of hearing instrument

Contact details of your hearing care professional:

Chris Phoenix
BELTONE TRAINING
2601 PATRIOT BLVD
GLENVIEW
IL 60026

 [Print Consent](#)

Start Consent

Reject & Save



Patient Consent Needed

The sharing of health information requires patient consent. Please click Agree to continue.

1

PART A CONSENT

Where you provide Part A Consent, you consent to your Hearing Care Professional and/or the Manufacturer (as specified) receiving and processing the following personal information about you in the manner, and for the purposes, detailed below which **IS NECESSARY** in order for the GN Online Services to be provided to you:

The following data categories are processed by the Manufacturer and HCP:

- **Your name and email address** : for the purpose of enabling fine-tuning and logging your consent.
- Hearing threshold, hearing threshold shift, and other details regarding your hearing loss (**health information**): for the purpose of enabling fine-tuning.
- **The length of time you use your hearing instrument** : for the purpose of enabling fine-tuning and optimizing your settings.
- **The hearing instrument's serial number, hardware identification number and software version** for the purposes of enabling fine-tuning and enabling firmware updates.
- **Fitting specifications and fitting type** : for the purpose of enabling fine-tuning and optimizing your settings.
- **Hearing instrument settings** : for the purpose of enabling fine-tuning and optimizing your settings.
- **Information about the sound environment when sending a request via the app** : for the purpose of enabling fine-tuning and optimizing your settings.

The following data categories are processed by the Manufacturer:

- **Device type information** : Generic device-specific information such as the type of mobile device and mobile operating system: for the purpose of optimizing your settings and providing customer services (questions, complaints, repair, etc).
- **Technical log information** , Technical information in server logs, e.g., details of how the apps are used, Internet protocol, device

Reject & Save

Previous

Agree



Patient Consent Summary

Please print and sign the document below. This should be kept in the Hearing Care Professional's records.

First Name:

Last Name:

Patient Email:

Cloud-enabled dispensers

Remote fine tuning of hearing instrument

Contact details of your hearing care professional:

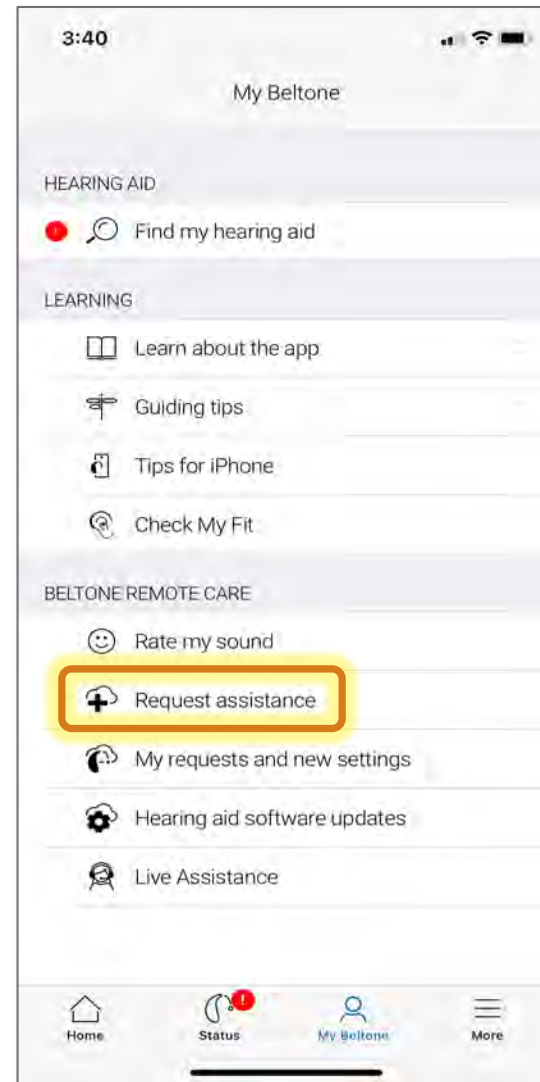
Chris Phoenix
BELTONE TRAINING
2601 PATRIOT BLVD
GLENVIEW
IL 60026

 Print Consent

Continue

Reject & Save

Create a service request



Presented in partnership with



3:40

Request assistance

DO YOU NEED HELP WITH YOUR HEARING AID SETTINGS?

Reach out to your hearing care professional right here. All you need to do is:

Define the problem and send a request.

Your hearing care professional creates and sends updated settings.

You receive and install the new settings on your hearing aids.

Start

3:40

Request assistance

BEFORE WE BEGIN

To check if we can help you with this service, please tell us if you're experiencing any of the following:

	Yes	No
Has your hearing changed?	☐	☒
Is your hearing aid broken or clogged with wax/debris?	☐	☒
Is there a problem with the fit of the hearing aids in your ears?	☐	☒

Previous Next

3:40

Request assistance

DEFINE YOUR PROBLEM

Please check the problem(s) you are experiencing. Add your own description on the last page.

- ☒ Too loud
- ☐ Too soft
- ☐ Muffled, unclear
- ☐ Extra noise, whistling, static
- ☐ Too sharp, tinny, or shrill
- ☐ The sound fluctuates or cuts in and out
- ☐ Other

[< Previous](#) [Next >](#)

3:40

Request assistance

WHEN IS IT OCCURRING?

Please check when the problem occurs. Add your own description on the last page.

- ☒ In certain environments
 - ☐ Quiet
 - ☐ Small group of people
 - ☐ Noise
 - ☐ Outdoors
 - ☐ Listening to music
 - ☐ In phone call
 - ☐ While streaming audio
- ☐ With specific sounds
- ☐ All the time

[< Previous](#) [Next >](#)

3:41 Request assistance ✕

SUMMARY

- Too loud
- With specific sounds: Loud sounds: clanging dishes or cutlery, doors slamming, flushing water
- Slightly annoying
- Ear side: Left
- All-Around

REQUEST TITLE

Too loud

PERSONAL MESSAGE

Type your message

⏪ Previous Send request

4:12 Request assistance

Thanks for your request



Message from your hearing care professional:

*Thank you for your request.
We will get back to you as soon as possible.*

*Best regards,
Your Hearing Care Professional*

Close

Presented in partnership with

Beltone Solus Max 1.16 Chris Phoenix

Patient Information ^

Chris Phoenix
Experienced - Full-time, Non-Li...

Remote Care Live ^

Start Live Assistance

Instruments ^

Noahli... Connect ⓘ

● Right Not Connected ● Left Not Connected

IMP1762-DRWC RIE 3 LP Receiver IMP1762-DRWC RIE 3 LP Receiver

Mute Mute

Media Player v

« Collapse Sidebar

Beltone Solus Max

File Edit View Instrument Fitting Help

Patient Instrument Set-Up Gain Adjustments Advanced Features Device Controls Finalize

Profile In-Situ Fitting Data Logging Remote Care 1

All Sessions Refresh

Remote Fine-tuning ⓘ On Off
Live Assistance ⓘ On Off

2023 Apr

12 Apr 2023

In-Office Session - 4:31 PM	Connected In-Office
Live Assistance - 4:24 PM	Connected In-Office
Remote Care Request - 4:12 PM	Too soft
In-Office Session - 3:37 PM	Connected In-Office

Receiving and fulfilling a request

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File

Edit

View

Instrument

Fitting

Help

Chris Phoenix

Chris Phoenix

Experienced - Full-time, Non-Li...

Patient Information

Chris Phoenix

Experienced - Full-time, Non-Li...

Remote Care Live

Start Live Assistance

Instruments

Noahli... Connect

Right Not Connected

Left Not Connected

IMP1762-DRWC RIE 3 LP Receiver

Mute

Media Player

Collapse Sidebar

2023

Apr

12 Apr 2023

In-Office Session - 4:31 PM

Connected In-Office

+

Live Assistance - 4:24 PM

Connected In-Office

+

Remote Care Request - 4:12 PM

Too soft

—

Action	Action by	Date	Time	
Remote Care Request New	C. Phoenix	4/12/2023	4:12 PM	Actions

In-Office Session - 3:37 PM

Connected In-Off

+

Presented in partnership with

The settings are ready to be sent...

The fine-tuned settings are ready to be sent to the patient. The patient will be able to apply the settings from his/her mobile device, using Beltone HearMax app. Use the space below to add a short message to send along with the new settings.

Add message below:

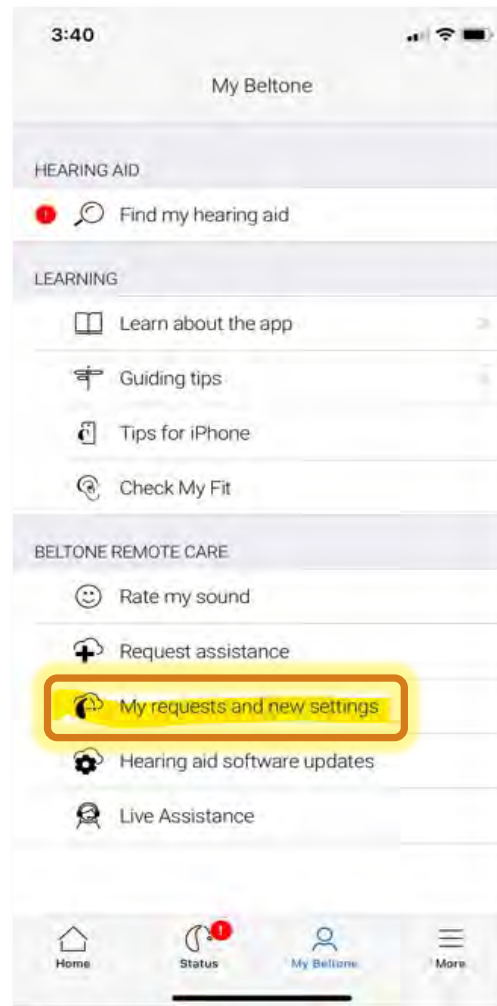
Suggested items to include in your message...

- Summary of requested issue
- What you did to address the issue
- Advice on how to trial the new settings.

Send Settings

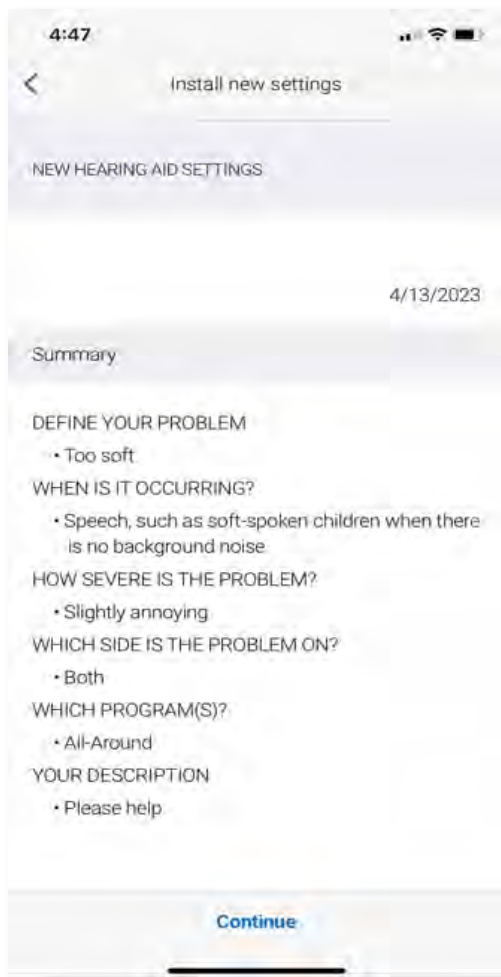
Presented in partnership with

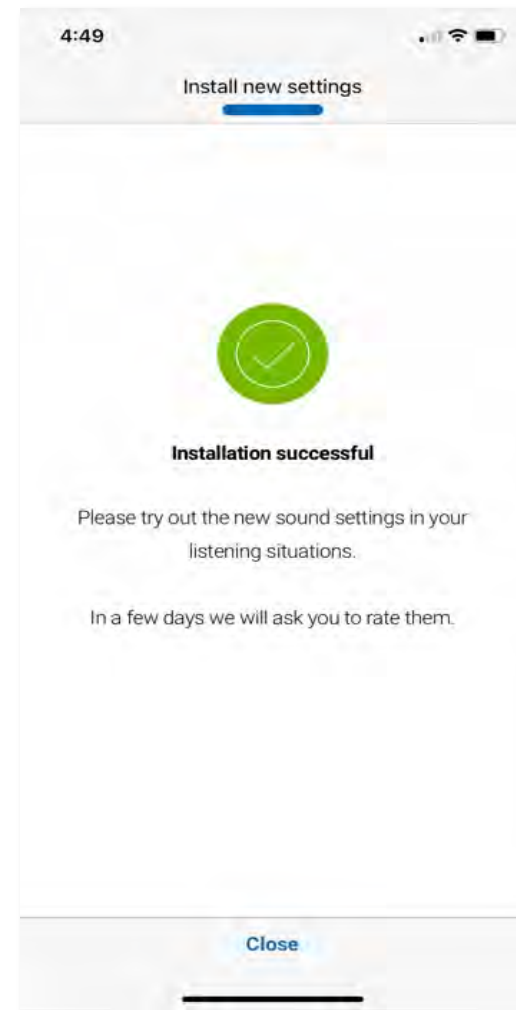
Installing the updates

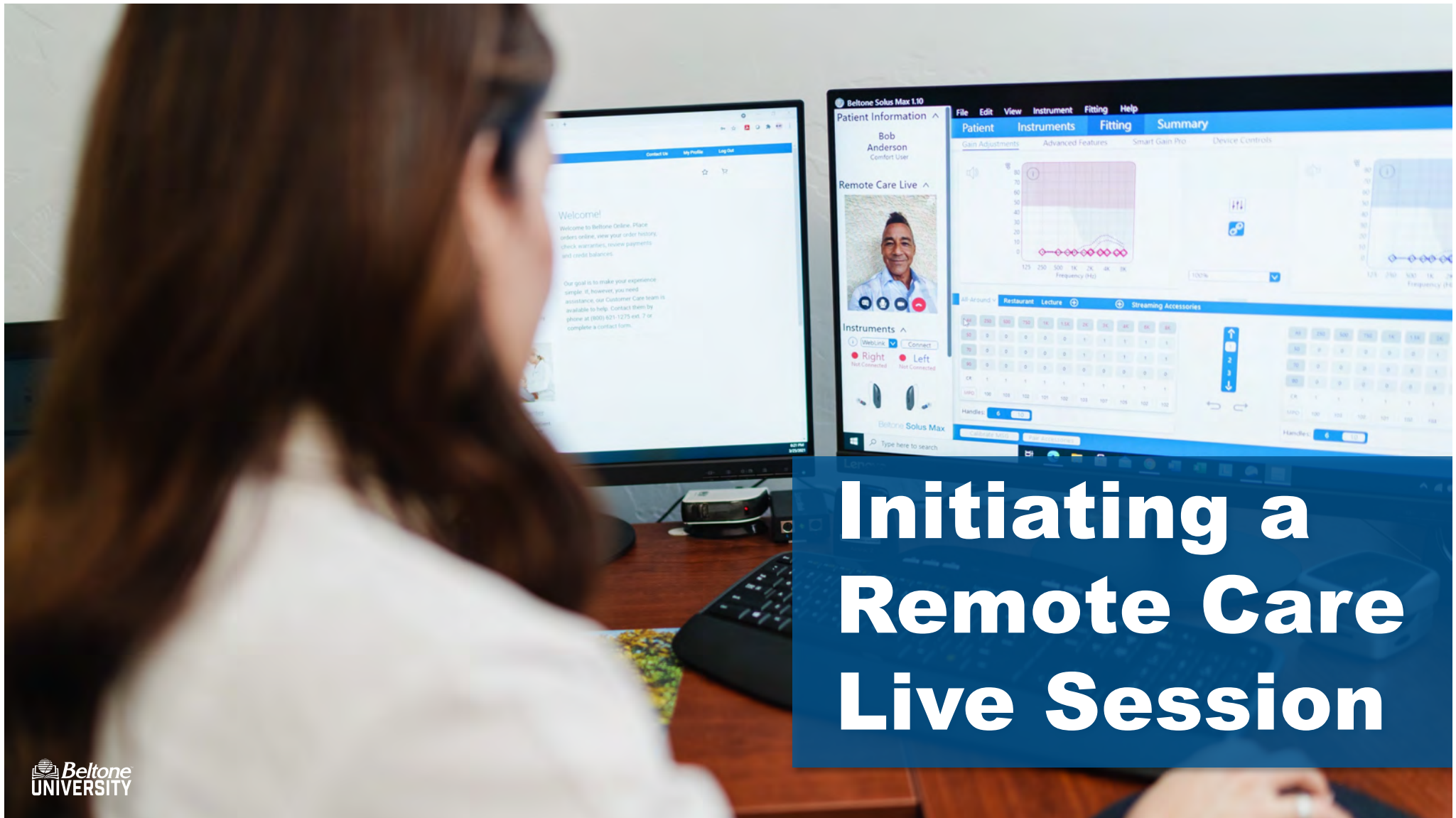


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Patient preparation



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Preferences

User Preferences **Machine Preferences** Clinic Info Test Device Proxy Settings Web Update

Default Spec Sheet Standard: ANSI

Programming Interface: Noahlink Wireless Test

Default Coupler: Insertion Gain

Default Target Rule: BAFA Parameters

Pediatric Default Target Rule: DSLv5 - Pediatric Parameters

Default Experience: First Time User

Enable button push for instrument assignment i Yes No

Video Device i Integrated Camera

Microphone Device Microphone Array (Intel® Smart Sound Technology (Intel® SST))

Activate PIN Code When Programming: ☐

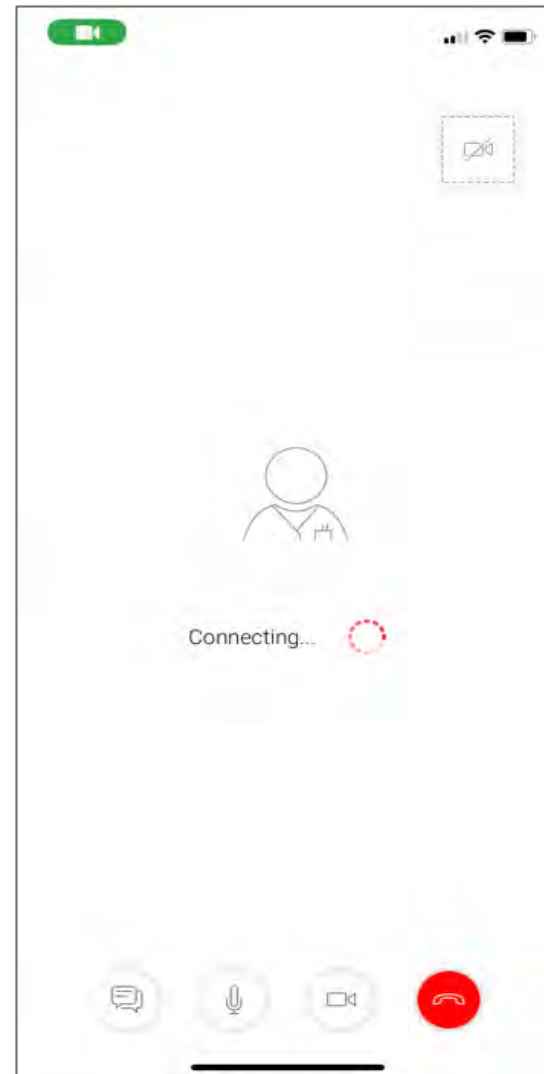
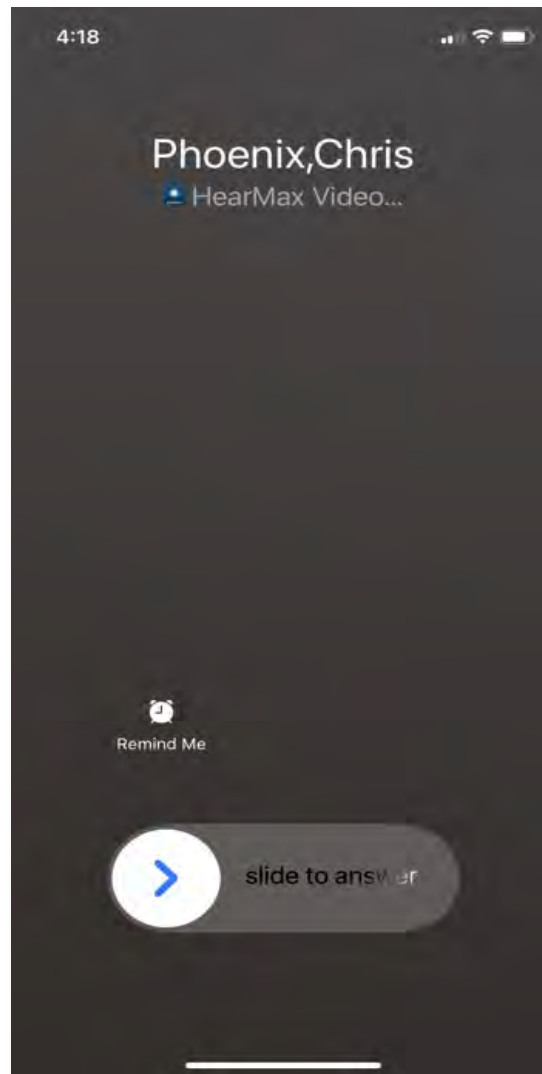
Time Frame: Trial Period (4 Weeks)

Show GN Online Services System Tray Icon Yes No

Enable Data Analytics Yes No

Automated Preferences ⌵

Save Cancel



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Patient Information ^

Chris
Phoenix

Experienced - Full-time, Non-Li...

Remote Care Live ^



Instruments ^

WebLink

Connect



Left
Connected

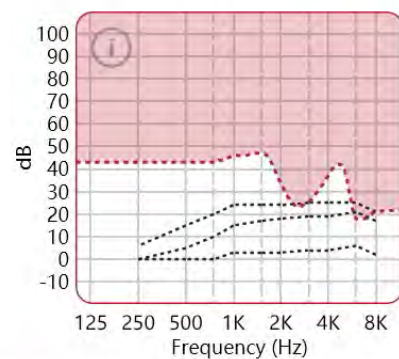


Beltone Solus Max

Calibration

- Right Instrument

Beltone Achieve 17 IMP1762-DRWC RIE 3 LP Receiver



 Both Ears

☐ Right Ear

☐ Left Ear

Target Curves

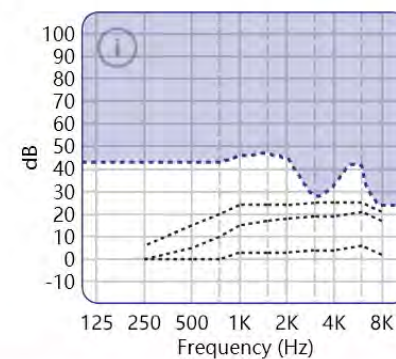
☒ 50 ☒ 70 ☒ 90

Legend

Calibration

- Left Instrument

Beltone Achieve 17 IMP1762-DRWC RIE 3 LP Receiver



Right Instrument



Left Instrument



Please inform the patient that the calibration tone may be loud. Ensure the environment is as quiet as possible during calibration, including surrounding noise and speech.
Please note if you continue without calibration, the patient may experience feedback.

Update Domes

Calibrate

Continue

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Beltone Solus Max 1.16

⌵

⌵

⌵

Patient Information ⌵

Chris Phoenix

Experienced - Full-time, Non-Li...

Remote Care Live ⌵



Instruments ⌵

WebLink ⌵

Connect ⓘ

Right

Connected

Left

Connected



Beltone Solus Max

Save

✕

● Right Instrument

Beltone Achieve 17 IMP1762-DRWC RIE **3 LP** Receiver



● Left Instrument

Beltone Achieve 17 IMP1762-DRWC RIE **3 LP** Receiver



Right Instrument

✓ Saved to Database

⌳ Save to Instrument

○ Upload to cloud

Left Instrument

✓ Saved to Database

⌳ Save to Instrument

○ Upload to cloud

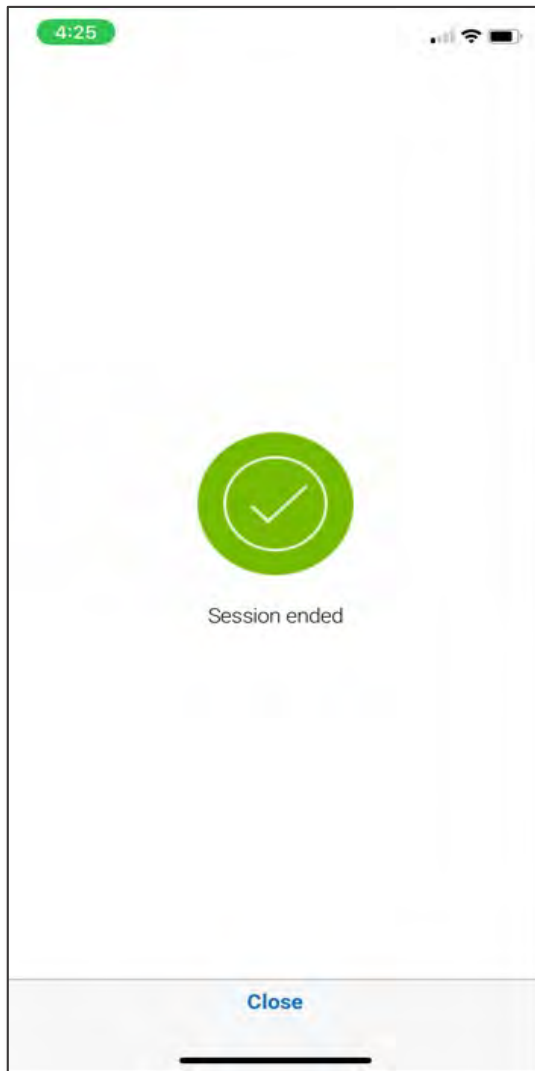
The current fitting session is being saved.

Continue Fitting

Disconnect hearing aids

Presented in partnership with

continued



Remote Care or Live?

Define the problem

**Consider the timeframe
and patient abilities**

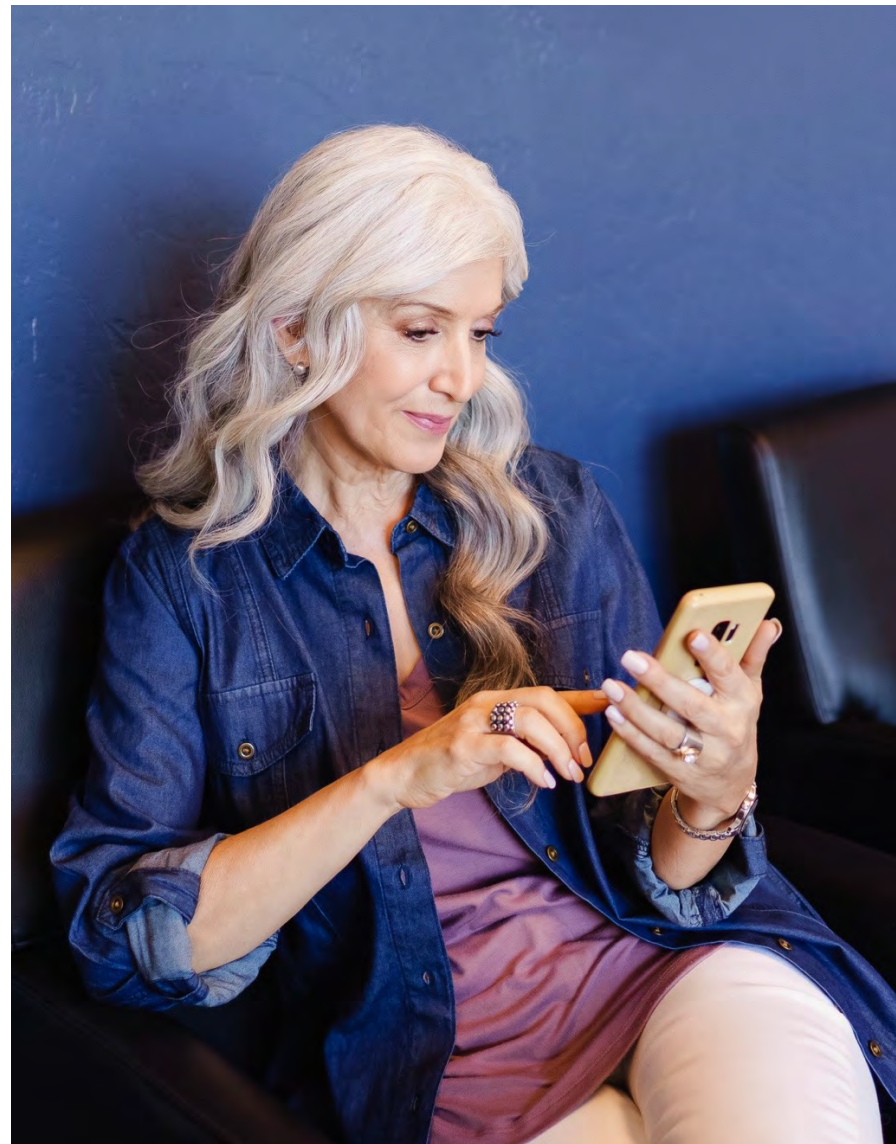
What is your schedule like?

Key takeaways

Get prepared

Sign up everyone.
Yes, everyone.

Communicate for success



Presented in partnership with



Real world examples



Q&A With Chris



Presented in partnership with



Review of Learning Objectives

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Thank you for being with us today!

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