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Experience Innovations: Enhance Your Counseling with Log It All

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- Hello everybody. Good morning or afternoon depending on where you are watching our course from today. My name is Courtney Smith and I want to introduce myself to all of you as the regional trainer for the West region at Unitron. I've been with Unitron almost two years and it is just an awesome company to work for. I get to work with so many providers all over the country from Texas and Louisiana, all the way over to Alaska and California and Seattle. So I have a lot of really interesting experiences that I've built up. I've been practicing audiology for 20 years and so I'm really excited to be here with all of you today and thank you so much for spending a little bit of time with us today.

Welcome to the presentation. Today we are going to highlight our industry leading experience innovation called Log it All. Log it All has evolved with enhancements in our new Vivante platform. Log it All actually is very unique to Unitron. We are the only company in the industry that uses data in this way in our software, and it is real world data from your patient's actual real life experience, makes it a very compelling tool for effective evidence-based counseling. And as you probably know here at Unitron, our mantra is about loving the experience. We bring this to life with all of our products, how we use experience innovations in our software. We have pillars of sound performance technology devices designed for life and so if you're already a Unitron customer, you already appreciate that these components of our products and software, we really are about getting your patient into experiencing life as best that they can in spite of hearing loss and in spite of any challenges that they face, we want them to be able to enjoy all of their surroundings and the soundscapes around them.

In May of 2023, we introduced Vivante, which is our latest technology platform. We brought to life new innovations to help your patients engage in conversations in some of the most difficult listening environments, namely very loud noise and face-to-face conversations in those noisy environments and also in the car. We've introduced five form factors now into this portfolio and I just want to with our next slide, review a little

bit about what Vivante means and what Vivante is about. This is a slide that was created to give all of you kind of the greatest hits of Vivante. So in terms of sound performance and what I'm going to review right now really quick before we get into Log It All are the features that are important in Vivante that you can talk to your patients about in clinic.

Sound performance, we've brought to life conversation and loud noise programming with hyper focus. So we wanna give your patients an advantage in these extremely challenging noisy face-to-face conversations that they're experiencing out in the real world. We also in Vivante introduced the 360 conversation in car manual program, which has been absolutely a game changer for patients who wish to communicate better in the car. Vivante now has five form factors in the portfolio as well as a new charger design. So it's really about having a choice for every single patient regardless of what they need, whether they wish to use batteries. We now have a 312 option. We also have a power rechargeable option as well as three rick form factors as well.

So it is, we have something for everyone. Our new charger design has made taking the instruments in and out of the charger very easy for patients. So if you've used Vivante and fit it already, you know exactly what I'm talking about. Vivante also has built in these experience innovations and we will spend the presentation today going over these. We will focus on Log It All but and how we can use it with our patients in the clinic. Also finally, as a reminder, all of our Vivante instruments use made for all connectivity, Bluetooth Classic, and have features available such as tap control and hands-free calling at the ready for your patients. All of our Vivante devices have two active connections that patients can utilize.

So I tell patients you have two parking spots that you can go back and forth between without having to disengage from one to use the other, really nice feature, gives your patients a lot of options with respect to connectivity. Recently also we launched TrueFit

5.5, and so this is our latest version of the software and if you haven't taken a moment to update your Unitron software, I would encourage you to do so. This can be done right in the software if you go to file and then software updates. So in our new version of TrueFit 5.5, we have the full support for all of our Vivante form factors that we've introduced. We have also introduced a soft sound reduction control, the ability to desynchronized volume control between the left and the right side and as well as a new firmware update that you'll want to do when you see your patients back in the clinic.

So these are very exciting updates. We're really excited about how Vivante and TruFit have evolved over the last few months. And so like once again, if you haven't taken a moment, please do update your square when you have a chance. So as you all know, our mantra is about loving the experience and that is brought to life with our pillars of sound performance technology, devices designed for life and experience innovations. Our portfolio of models powered by Vivante offers a wide range of award-winning designs. And as a reminder, these experience innovations we'll talk about today are also found in our Blue platform. Right now, let's take a few minutes just to remind you about our experience innovations and what they are.

We have two specific categories of features. We have performance tracking, which includes flex trial, Log it All and ratings. We also have continuous care, which includes coach, remote adjust and flex upgrade. We know that in the clinic your success as a clinician is about much more than just the audiogram, right from the very beginning of your patient's hearing journey, we have features that provide performance tracking insights to allow for an optimized and accurate listening experience. Log it All captures real life user data reflecting current acoustic lifestyle and enables you to have evidence-based conversations with clients to provide a more personalized hearing solution. With ratings, clients can provide real time performance feedback that you can utilize to offer higher level service as you respond to their feedback and other personalized adjustments.

Flex Trial, the final number of our performance tracking Experience Innovations Group increases hearing aid acceptance with our innovative trial devices and they allow your patients to experience benefits of the prescribed amplification out into the real world. The experience that you deliver for your patients when you use Unitron does not end at the time of purchase. The post-purchase experience that your client has, as we all know is super important to their overall satisfaction with their hearing aid devices. So all of these that determine whether or not your client will retain the hearing aids or whether they will come back to you, Flex Upgrade is Unitron's unique open platform approach providing the option to upgrade to higher technology levels without replacing hearing aids.

Should hearing aids or the needs change in the future for your patient. This isn't we're the industry only company that is able to offer this to patients. Coach helps users best integrate hearing aids into their lives with personalized, timely, helpful tips and reminders and advice. Plus, you'll get insights into usage acoustic lifestyle and your patient's experience, including some notifications on how users are doing. With Remote Adjust, you can offer ongoing expert support to help users get the most out of their hearing aid experience. All of these concepts save you time, improve satisfaction, and create opportunities for you to stand out amongst your competitors in your community. So as we launch into our discussion of Log it All today, I have a question for all of you and it is what did you do last Tuesday?

Let's be even more specific. You know, type in the chat if you remember what you did last Tuesday. Let's specifically think about what was your acoustic environment like last Tuesday afternoon? How about Sunday morning? What about Thursday evening? What about yesterday? I personally cannot remember what I was doing last Thursday. I do remember what I was doing yesterday, but if you asked me specifically what the acoustic environment was like around me, I would not be able to tell you that from

minute to minute. So as we're demonstrating right now, it's pretty unlikely that your patients are remembering these things as well. So when you know, do you ever wish that you had more data to support your recommendations?

We want our patients to come into the clinic and we expect them to when asked, remember what kind of acoustic environments they're in, when you ask someone how they spend their average day, they'll likely give you the highlights. So maybe time with grandkids, a shopping trip, a work call. But when you're counseling them on decisions about their hearing healthcare, human memory does not make for reliable data points. So wouldn't it be nice if there was a way to objectively track your patient's individual listening lifestyles? Well, hopefully you're already aware and that's why you're here in class today. But if not, we're happy to tell you that there is a way to do this. Log it All and this part of our software means that your patient does not have to remember every detail of what they did last week.

The purpose of Log it All is that it matches your clients with the technology level that suits them best based on their real world listening patterns, not just how they remember it. So this is a really important part of our software, what Unitron has to offer. Once again, it's completely unique and it gives you the data you need to make that best recommendation for your patients straight away. So going back in time a few years, Log it All was introduced in 2015 and we presented it as a paradigm shift, kind of moved beyond traditional data logging. So if we want to define what is a paradigm shift, an online dictionary says that it is a fundamental change in approach or underlying assumptions and Merriam Webster and her dictionary defines a paradigm shift as an important change that happens when the usual way of thinking about or doing something is replaced by a new and different way.

If you have experienced how impactful Log it All can be in facilitating meaningful engagement with your patients during the counseling process, you know these

definitions really do apply to this unique tool. If you've not yet experienced it, hopefully after today's course you will see its potential. So here's what we said about Log it All when it was first introduced. While data logging tells you what the hearing instrument did, things like wearing time, program changes, volume changes, Log it All captures a client's hearing experience across eight different listening environments regardless of the technology level. So Log it All gives you that snapshot of the percentage of time that your patient is spending in all of these eight environments.

Truly unique, truly fantastic data to have in front of you when you are trying to find the best technology level that will suit your patient. So it is not an exaggeration to say that Log it All knows what listening environments your clients have been in even better than they do, this real world data displayed for easy counseling and TruFit facilitates client engagement, trust and confidence that really elevate the experience for you and your clients. But don't just take our word for it. Let's look at Log it All more in depth together. A couple of years ago we polled our providers that use Unitron that have embraced Log it All with other experience innovations to find out what kind of impact it has and what potential benefits there are in clinical practice.

The findings were quite compelling. So 78% of providers found that Log it All enabled proactive counseling. 79% thought that using Log it All helped them fit higher technology levels straight away with their patients. 83% said using Log it All with their patients actually reduced the stress of selling. And this is huge. Finally, 67%, over 2/3 said that it helped the provider stand out from the competition. If you have been using Log it All already, you may have had similar experiences. It will continue to identify and log eight distinct hearing environments around your patient to facilitate that meaningful client counseling and participation with visuals. Log it All really helps make your patient a partner along with you in determining which of our four levels of technology will be best for them.

Let's watch a quick video on how Log it All was created and what it means here at Unitron.

- [Narrator] When you ask someone how they spend their day, they'll likely give you the highlights, time with family, shopping trip or a work call. But when you're counseling a client on decisions about their hearing care, human memory doesn't make for reliable data points. That's why we created Log It All, an experience innovation that uses data-driven insights and easy to understand visuals to help you take personalized hearing care to the next level. Here's how it works. TrueFit shows a comprehensive view of the client's day-to-day listening lifestyle. The coverage tab lets you see how much time the client spends in each of the seven listening . Log it All automatically generates a coverage score, which shows how well each technology level maps to the client's listening lifestyle.

You can then show clients how other technology levels impact their lifestyle coverage by either hovering or clicking on the corresponding scores. With clear color-coded visuals, clients can see how different technology levels would affect their coverage to match their individual listening lifestyle more closely. For added context, the feature list allows for an additional level of comparison between technology levels, which can help improve understanding of how advanced features can enhance performance, especially in challenging listening situations. The performance tab introduces new Log it All graphics to further enhance your client counseling. Log it All automatically generates a performance score, which shows how well a technology level can manage speech from different directions and provides awareness of sounds based on their personal listening lifestyle.

The score is a combination of two key indicators, speech direction in high complexity environments and sound awareness in low complexity environments. For high complexity environments, Log it All displays the percentage of time speech comes

from the front, left, right and back. In low complexity environments, Log it All highlights the awareness of sounds coming from all directions. With the performance features available, these new high and low complexity graphics show how well their current technology level matches their real world listening lifestyle. Like the coverage tab, you can easily show clients how the chosen technology level impacts listening performance by selecting the corresponding scores. And if after reviewing their listening lifestyle data, it appears that they could benefit from an upgrade to a higher technology level.

You can initiate a technology change here. Log it All removes the pressure from your clients of having to recall time spent in specific listening environments while empowering you to make evidence-based recommendations. Because clients shouldn't be worried about remembering the details, they should be busy loving the experience.

- Great video. Does anybody have any questions so far? Just going to take a quick pause for questions about that video that we just watched or anything else that we've presented so far. Please go ahead and use the chat. We have Steve in the chat, just fire away and he will respond to them as best he can. So now I'd just like to get into what these screens look like in our software and I kind of wanna go over with all of you some training session modes that we have available in our software. Just a quick note on a personal connection that I had to Log it All recently at a training that I did in Louisiana, we had one of our providers who uses Log it All very religiously.

She puts flex trials on every single patient that comes in for a consultation to her office. She makes sure that they're prepped and ready for that flex trial demo experience out in the real world and she pitches it to the patient that you know, with these flex trials and you wearing them as much as humanly possible, we are gathering the data that we need about your listening environment to make that recommendation for you when you come back. So the patient then comes back a week or two later, they review Log it All

data. She does this religiously with every single patient that she does a consult on and she shared at the training that in the last year she had a 0% return rate.

I know that sounds unbelievable and I couldn't believe it either because we all know there's always somebody that maybe brings it back for one reason or another. But she shared that using this process it's almost foolproof because she's already done the work at the beginning to get the data that she needs to make that strong recommendation to her patient and the patient already understands why they're getting the hearing aid that they are right out the gate. So I just wanted to share that because that it was a really neat story about how she has used this and implemented it in her clinic extremely successfully. So kudos to her and also her patients are, are very lucky that they get to experience this and review this data with their provider, making them a partner in the process.

So a couple of things I do want to make sure you've noted when you're using Log it All with your patients, you're gonna go into our insights tab at the top of our screen. Also important to note that you do need to activate insights in the software for you to get this data back from your patient. You also want your patient when they put the app on their phone or remote plus app, you would like them to accept insights as well. So both you and the patient do have to accept in order for you to get this data back that this important Log it All data. You can see that insights tab at the top of your screen and that Log it All circle along the horizontal bar at the very top.

This is where you'll find the data. You'll see these eight environments in front of you. Conversations, all the environments are kind of grouped together right there in front of you. And I like to call it a snapshot of your patient's real life experience with the hearing aids. As you know, these environments, we have the eight now they've been aligned for Vivante and so for any tech level, any percentage that you see will have a notable cyan colored bar to help visually emphasize the existence of the time that your patient

has spent in the environment. So anything you see in that snapshot that is blue is going along with the technology level that you see on the bottom of your screen.

You will also see conversations in loud noise added. This was added in Vivante. Very important to note that the time that your patient is spending having conversations in loud noise will probably be low, it will probably be 4% or less because we know patients generally don't spend a ton of time in this situation. But we don't wanna dismiss it because we know that those conversations are extremely important to your patient even if the time spent in the environment is low. So just something to keep in mind. When you lower the technology level along the bottom of your screen, you can kind of click between them live in the software. If you go to a lower technology level than what your patient is using, those environments that they give up support in will turn red.

So this is a just a nice visual. I am personally a visual person so I like to see pictures and colors. So when something does turn red as you're clicking through, it just means your patient may not be getting the support in those environments that they need, should they reduce the technology level that they're using. Likewise, when you click on an upgraded level of technology from what your patient is currently using, you will see those environments turn green. So if I move from a level five technology to a level seven, the environments that turn green in front of you, that means that your patient is getting support in those environments and adding support. So we're trying to demonstrate in this screen the benefits of technology and given your patient's actual real life listening lifestyle, what environments are they spending time in and what environments can they use added support in?

So it's important to remember as well that those numbers that you see in the circles at the bottom are the percentage of coverage. So you see that we're in the coverage screen and what we're showing patients is that this patient that's using a level five

technology hearing instrument is getting 56% coverage of their listening lifestyle considering the features and support that are present in the level five technology. So it's important to be able to explain that to patients because I do think that that resonates with people. When you're choosing to buy hearing aids, you want as much support as possible and you wanna get a hearing aid that's going to work. You know you're investing in it, you want it to work for the long term.

So being able to show patients this visual is extremely valuable, extremely useful, cannot emphasize it enough. So once again, now if we move this level five technology user to a level nine, you can see the increase that your patient is getting and all the environments that turn green, that light up green are the environments that your patient is getting back when they upgrade to a level nine. So it's just a really easy way to demonstrate to them that the level nine has increased support, it has improved features for background noise, for difficult listening environments, which is why the level nine is covering 100% of your patient's listening lifestyle in this circumstance. Yet another reason to use this screen is that it is completely unique to that individual patient.

So if you have a patient that really is a quiet person and they do stay home frequently, maybe they have quiet conversations with one or two family members and they watch TV and stay home most of the day, you will see that in this screen because their conversations in quiet percentage will be much higher. Another thing that I want to point out is that along the left side of the screen where you see a history, you can actually look at the history from your patients' Log it All data. So I like to use this because you can show patients if you hit that little dropdown right next to where it says view history from and there's a pair of dates, you can drop down right there and you can go back in time and show patients their Log it All data.

You know, say this patient's coming back in six months and they're at their six month checkup that you can show them their data from when they first got the hearing aids. A

lot of times what I've observed in clinic is that your patients listening lifestyle has diversified over time. They have gotten hearing aids and as a result they are more active listeners, they are less afraid to go to that family dinner or that social function that maybe they withdrew from before and now that they can hear, you might find as time goes by, their Log it All data changes over time. So a really interesting thing to look at, you know, I would look at this with every single patient and examine the history, show them that as well.

You'll find some really interesting information in there and very encouraging also for your patient to see how their life has changed since they got hearing aids. You also have the option to open a screen showing which features are available at the various technology levels. This information was available in the past, but it was in a different location in our older versions of the tech of the TrueFit software. So now you can decide if you wanna show it right now from this screen, but like some patients may ask, you know, what is the difference between a five and a nine? You know, I see the percentage of my lifestyle is better, but why is that? So to help you explain that to patients, you can click on feature list and a comparison will pop up between the level five technology and the level nine.

Really helpful if you wish to explain some of the features to the patients. Maybe you have a patient that's a little bit more technical and they want to dig in a little bit more. The additions are in blue that are in the technology level that you're contemplating upgrading to or the one that you want to visualize for them. You can also hover over that eye anywhere in our software where you see an eye with a circle around it. You can hover your mouse over that and a nice visual will pop up for you. So regardless of what feature you are looking to explain to them, that is a very useful tool for you. Once again, I'm a visual person.

I know many of our patients are, so you know, in this example being able to show them okay, the blue nine does have auto focus 360, what does that actually mean? I'm gonna hover my cursor over that eye and I'm gonna pop up a visual for you that can help me explain those features in more detail. Really nice tool. And you'll see the the circle with the eye in our technology change screen as well. So if you wanna show patients a feature comparison in that screen, you can also do that. So in this coverage section it's just much easier to see and share with clients the important information about optimizing coverage that's available at selected and alternative technology levels.

So let's go into now the performance tab. We're gonna talk about that next. Before we do so, I just want to pause really quick for questions. See if anybody has a question or if anyone on the call today has used Log it All before and has a story to share with the group or something that they've enjoyed about using this with patients, feel free to type it into the chat. So next we're going to dive into the performance tab. Excuse me. The performance tab gives you a variety of useful visuals to support your counseling even better. Let's consider each of the elements of the performance section. This section's focused on how the technology level manages speech coming from different directions around your patient.

The most obvious is the visual showing the four directional quadrants front, back, right and left. So as soon as Integra OS, which is our environmental scene classifier determines that a client is in a high complexity situation where advanced directional features may be beneficial. It not only records the environment but also where speech is coming from. This directional data enables you and your clients to see how often speech is coming at them from different directions regardless of the technology level that they are using. On top of that, you can see the relative performance available in the selected technology level below indicated by colors representing premium, advanced and standard performance. You can also see which Integra OS environments

are available and which microphone mode is used at this technology level to manage the higher complexity listening situations around your patient.

So similar to now what you have for the coverage tab that we went over previously, you now have new performance scores to give you an easy summary reference to facilitate further comparison across technology levels. Again, you can hover over various levels and see in red and green numbers what will be gained or lost. When you select an alternative level, the upper screen then shows you how this level performs. It's important to note that these performance scores are not percentages. Rather the performance score is calculated based on a variety of relevant factors, including time spent in high versus low complexity environments, where speech is coming from and which features are available to address these situations for the selected technology level.

It takes into account not only what happens for the more highly complex listening environments, but also low complexity as well. You can see as we click through what the difference is, similar to that coverage tab that we have in this example in front of us, if we went from the level five to the level seven, the patient is gaining 13 points in their performance score considering their real life directionality needs. So once again, if you go from high complexity to low complexity and you can show the patient what they're getting back, the Red Xs, show them what they may not experience in that particular level of technology. Now that we've gone up to the level nine, we can see that this patient has gone from the level five to the nine and they've gained 25 points in their performance score.

So here is where if you do determine that a different technology level should be tried either with a flex trial instrument or with a temporary upgrade, you can launch the technology change screen right here from either of the coverage and performance tab. You can also access the technology change from the left side of your screen. So it's

important to remember that all of our hearing aids at Unitron are upgradeable at any time during your patient's hearing journey. This is a fantastic way to connect with your patients, bring them into the office. I did a presentation recently about upgrades and being focused on those. Many of our clinics that use upgrades, they keep this in the conversation constantly by using the Log it All coverage and performance tabs with their patients.

So every single Unitron patient that comes into the office, this screen is examined with them and these clinics that use these screens successfully are able to start those upgrade conversations with their patients very easily. Fitting patients with Unitron means that you can tell them that their hearing aids are future ready. I really like using that term because most people respond really well to that knowing that they have purchased a device that is ready to change if their listening needs were to change. And we know that as patients wear hearing aids and they get accustomed to hearing better, their life is going to change also, their life is going to get better. They're going to be, they're gonna lose that fear of going into a social situation and missing a conversation.

They're going to be more willing to go out and do things maybe that they were holding back from before. So having these, looking at this screen with every single person talking about the upgradeability factor and reminding your patients that their hearing aids are future ready at every single appointment will really help you foster these conversations. So if and when an upgrade becomes a need or a want, even if it's something like it's your patient's birthday and you would like to invite them to come in and experience the best technology that Unitron has to offer for their birthday month, there's so many ways that you can incorporate technology change and upgrades into your clinical practice. If you'd like to talk a little bit more about that, feel free to reach out to me at any time.

I'll make sure all of you have my information. This is something that I really enjoy talking about and working with providers on how to incorporate this into your practice. So right there in the software, if you determine your patient wants to level up their technology, you can hit that button that says change and you can launch that technology upgrade process. It is a quick process. It takes maybe less than a couple of minutes and I would tell my patient that the software is going to unlock the new features in the device that they currently have. We're gonna update their software and their instrument and they're going to have access to all of the best technology that Unitron has to offer.

And this is that technology screen, that technology change screen that I was talking about before. And as I mentioned, you can you see those blue eyes in front of you, the circle with the eye inside of it. That's as I mentioned before, an opportunity for you to show a visual to your patient. So if you hover your cursor over any one of those, you'll see a nice visual that explains the feature that it's next to nice, way for you to engage with the patients in this screen. And you may find that you don't need to view each and every component of every single screen or tab in Log it All for every client. But now you have more useful data and several more visuals and comparison options to help you understand each client's unique listening lifestyle.

Any questions before we move on to the next topic? Don't see any in the Q&A right now. So remembering before when I asked you what you did last Tuesday afternoon to illustrate that point that most people are not very thorough or they're not good historians for their real life listening environment. Well beyond that, most people don't really know what makes a situation high complexity or a low complexity, at least not at a technical level that would give you the information that you need to know which features in a hearing aid the patient may need to give them the best performance. So that is the whole point of Log it All. Your patient does not have to remember what they did last Tuesday.

They don't have to remember what they did yesterday. It's okay if they can't report to you accurately what they need or what they don't need or what kind of lifestyle they have. You can use this data from the hearing aids at any time and it's real life, it's evidence-based. So really, really nice overview there of Log it All. We have a couple of case study examples. So in TrueFit in the latest version, we have what's called a training session. And I use this training session mode a lot to review components of our software with our customers. And so we've updated these training sessions. If you go into our software and you go to help, you'll see a dropdown menu and you can highlight training session right there.

And you can look at all of these case scenarios, these three that are in front of you. So you can see that Calvin's been using insights and flex trial. Janice has an example where we use Log it All with flex upgrade and Shannon gives us an example of using Log it All to validate technology level selection. So let's consider this example that helps illustrate how real world log at all data helps determine the appropriate technology level for a client who has been doing an at-home trial with flex trials. So meet Calvin, he describes himself as he's a semi-retired accountant. He's pretty quiet. He tells you that he's just, he's got moderate hearing loss.

He works from home, but he also mentions that he's into community theater. He plays piano, he's a musician. So you maybe didn't find that out right away and maybe you found that out at a second appointment. He also mentions he's thrifty. So he doesn't wanna spend a lot of money, but he values your service. He really wants quality and he is there because of your professionalism, he wants the best thing for the price. So for Calvin what we did is we fit him with level nine technology flex trial instruments to give him the best experience during his trial. We encouraged Calvin to wear these flex trial devices for two weeks as much as possible because we want to use these flex trial devices to obtain that real world assessment of his listening lifestyle.

So let's look at some screenshots of Calvin and what we found when Calvin went out into the real world with the flex trials. So Calvin leaves for two weeks, he comes back and we hook up the hearing aids to TrueFit 5.5 and at his follow-up appointment, Calvin reports that he's overall having a really good experience. He is hearing his spouse better, hearing his work clients better, but he is a little concerned about the cost. He suspects that he would do just fine with a lower technology level device. And so you looking at this screen, we can see that yes, indeed, Calvin has used the hearing aids 12 hours a day, right and left. He's been using them for 14 straight days.

And we can see the programs that he has been in, like Integra OS is active most of the time, but he's also streaming, streaming media, streaming wireless programs. So that's great. He is using them. Examining Calvin's Log it All data a little bit further. So based on Calvin's original description to you that he has a mostly quiet life. We're interested in this because we can see that he actually spends quite a bit of time in more challenging listening situations, particularly music. He is listening to music 13% of the time. That's significant. So it appears that Calvin, like many of our patients, underestimated his listening lifestyle complexity. When he first came in. After he mentions he's then involved in community theater, he plays the piano.

So again, he didn't mention that at the first appointment, but now that you're going over this with him, it's kind of bringing out important listening situations that are meaningful to Calvin. So you, when looking at this, you can see that the level nine technology is covering him 100% of his lifestyle. As the conversation progresses, you can show Calvin, okay if you want to, you know, the level three technology, what you're giving up by going from a level nine hearing aid to a level three hearing aid, you're giving up everything in red that's in front of you on the left. So you're giving up 72% coverage of your listening lifestyle. So that's significant. If we hop over to the performance tab, we can see that his performance score drops to 66.

So he is getting less support for where speech is coming from directionally around him. We see that speech is coming from the front for Calvin quite a bit. And so in that, knowing that we know that Vivante having hyperfocus and knowing that he does have speech coming from the front quite a bit, he's gonna love Vivante, especially at the level nine. Clicking back with Calvin through to the five, we can see that the level five device, he's doing a little bit better. He gets 60% coverage of his lifestyle in the level five and a 78 performance score. So, you know, he can kind of see what he's giving up, what he's gaining by using the level nine in a nice visual.

The level seven does look to be a pretty good match honestly for Calvin, considering his thrifty tendencies. You can agree with Calvin that the level seven would work pretty well for him given that his music environment has added back, he'll get auto focus in the level seven. So Calvin decides based on the scores in Log it All that he would purchase the level seven. Because of his thriftiness, he was inclined to go down to a level three, but showing him these screens meant that we were able to explain to him although maybe the level nine device isn't in his budget, the level seven would suit him really well and give him a nice balanced coverage for both performance and directionality and noise support, music support, all of those things that are really important to him.

So our time is running out. We do have Janice, Janice is another example. You can go through all of these examples in our software. So as I mentioned, we do have training sessions if you want to practice using Log it All and practice talking through this with patients. You know, even if you're eating your lunch at your desk one day and you just want to kind of pull up one of these training modes and talk through it and practice how you might talk through it, I highly encourage you to do so. Again, I'm the trainer for the West, but I'm always here to help you. If you want to practice with me or any of our members of our training team, we have Riley Garoni the east and we have Bill Chrisman in the Mid States.

Any of us can help you enhance your skills in using Log it All if you wish to. And we are coming to the end of our time together today. But I do wanna thank all of you for joining us, for taking the time to learn about Log it All. I promise you that if you add this to your practice, you'll go straight to the top as far as patient care, setting yourself apart from others, making your patient a partner in the hearing care journey and in what they're going through. It really does enhance your professionalism, your ability to help your patients right at the start. I can't say enough about it. So thank you so, so much.

I will hang in here to answer any questions that all of you might have. I had a lot of fun presenting to all of you today and I hope you enjoyed it and I hope everyone has a great day.