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TeleHear Remote Programming: Deliver Hearing Healthcare with Unrivalled Ease

Presenter: Erin Johnson, AuD

All right. Hello everyone. Welcome. I thank you for joining me for today's course. Today we're going to be talking about our telehealth remote programming option and how we can deliver additional hearing healthcare options with ease for your patients.

I'm Doctor Erin Johnson. I am a member of our education and training team here at Sturkey and I am excited to introduce or perhaps reintroduce Turkey's Telecare remote programming feature, but also how we can integrate it with our newest Genesis AI product family. Now, for those of you that are just logging on a couple of those just quick housekeeping things, we do have that Q and a box up and available. I want to make sure we answer any of your questions that you do have as we go through today's course, so please feel free to pop those in where possible. I'll be addressing them during the class, but any leftovers I'll make sure to address at the end of the course as well.

So just make sure you're popping those in. You are able to view the captions if you need to for today's course. If you do have any questions about the ceus, you can contact AO, but we will have one CE credit for today's course as well. So with that, we're going to dive in. We do have three kind of learner outcomes for today's session.

As always, we want you to be able to describe the value of telecare for your patients. Why should we offer this as a solution in our practice? We also want you to be able to list three steps in an asynchronous telecare section, just so that you know how easy this is to use with your patients and also how to conduct a synchronous telehealth session as well. And we'll dive into all of the details about these options and how you can use them in your clinic.

Now, our telehealth remote programming options are available for our current Genesis wireless AI product family, but is also available with our previous wireless evolve and Livio product family portfolios as well. So it is compatible with a few product families. But we will be using Genesis Maester and profit terminology as we go through today's course.

Now, a little bit of background. Telehealth is the use of radio, video, or any other electronic devices to provide those healthcare services remotely. Now, interestingly enough, mentions of telehealth possibilities actually date back to the early 1920s, but obviously wasn't widely adopted as an option until the 1950s. And it wasn't until around 2002 that Medicare first established this as a service, but it was limited really to our rural and shortage areas, so really designed to provide remote services for our underserved populations or those who just otherwise wouldn't have access to care. Now, obviously, during the global pandemic, the use of telehealth services across multiple, if not all, medical fields really increased dramatically.

Now, in a number of surveys that have been done over the past years, it was found that telehealth services were used by approximately 13% to 17% of American patients in 2021 alone. And the use of virtual care is 38 times higher than before the Covid-19 pandemic, which again, necessarily unsurprising, but one interesting fact was the number of people over the age of 18 that have used telehealth services actually increased as they got older. So about 29.4% of adults between 18 to 29 years had used telehealth services, and that increased up to about 43.3% for adults 65 and above, which obviously is a population we're all very familiar with. 91% of people claim that telemedicine could help them keep up with doctor's appointments, follow protocols, calls recommended by their doctors, and about 24% said that they would use specialist visits over telehealth applications as well. Which is interesting because that's where we can definitely fall into this with our patients.

Now, the term tele audiology was not first used until 1999, and obviously is the utilization of telehealth to provide audiological services. And this can include a wide range of our scope of practice as audiologists. Now, the overall goal of tele audiology services and our specific tool that we'll talk about today, telehealth, is to improve patient outcomes by providing a higher, more customized and efficient level of care, really helping your patients have a good positive experience with their hearing aids.

Now, telehealth remote programming actually does offer a lot of benefits for your patients, so it can increase access to care when your patients have issues with inclement weather, transportation challenges, maybe they have difficulty scheduling and getting to in person appointments because they have other responsibilities, like limited flexibility with work, or maybe they have childcare or elder care that they have to kind of deal with. It can also improve the continuity of care when you have patients with those mobility challenges or multiple health issues that they're dealing with. Telecare can also benefit our patients who fall ill or immunocompromised and can't come into the office to be seen. Now, on the flip side, there's also a lot of benefits for professionals. So there's a lot of value to telehealth applications.

So we're definitely seeing the amount of hearing loss in the world and that subsequent demand for hearing healthcare makes telehealth services a really good solution for reaching many people. In addition, that aging population is growing, and we expect that to continue to drive the demand for our healthcare services. Applications like telecare, they can increase your practice efficiency because they really can help reduce the amount of time needed for short follow up visits and allow those in person appointments to be reserved for activities that do really require their physical presence in your clinic. These remote visits can also lead to better appointment compliance. So again, when there's inclement weather or transportation challenges that would normally cause our patients to either be late or cancel their appointment altogether, this gives them the flexibility to continue with those appointments.

And it really is a helpful tool for meeting the needs of what we call our digital patients, and also for competing with other channels for acquiring amplification that offer those remote services as well. And finally, it's really great for meeting the needs of our busy patients and can add to your practice's value proposition. Now, our traditional in person care does remain our gold standard, but telehealth solutions really can help mitigate several challenges that can prevent our patients from receiving good continuity of care and also expand the reach of our services to our underserved populations and narrow

that gap between those who could benefit from our services and those that actually end up receiving care. So a lot of great benefits. Now, there are different types of remote programming options, a couple that we'll talk about today, the first being synchronous remote programming.

So this is real time communication in action. So both you as a professional and your patient are connected and communicating and making those necessary adjustments in real time. So this is a really great solution for providing in depth programming, counseling, and all those things for your patients where an asynchronous remote programming, or what we can sometimes refer to as a store and forward that communication between you, the professional, and your patient is not happening in real time. So your patient can request those adjustments whenever or wherever they may be noticing an issue, and then you, as the professional, can address those concerns at your convenience. So this is a really great option for providing really quick, simple adjustments as needed.

So you can kind of think of synchronous communication, like being on a FaceTime call or even a phone call where you and that other person are actually live on that call, versus an asynchronous session would be like posting a message on Facebook or sending a text message. So you're typing that message when you want to, and then your friends are looking at that message and responding whenever they want to. Now, with our telehealth features here at Starkey, we have both synchronous and asynchronous solutions that allow you to again, help improve your patient outcomes by providing that higher level of care. So let's just look at a high level overview of what a synchronous remote programming system looks like. So with this, you'd schedule a date and a time for an appointment with that patient.

At the time of that appointment, you log into the session via your telecare portal and your patient is going to log into that session from their mobile app. So from here, you and your patient can discuss any issues they have, any counseling, and make all of those necessary adjustments or changes in real

time. Once those adjustments have been made, then either you or your patient ends that appointment and your portal is updated with all of that kind of fitting history.

Now again, there's many advantages to these synchronous programming or these live sessions. With these live sessions, you really have pretty much full access to our profit software. So you have a full expanded range of adjustment options. You also have that live audio visual panel which allows you to troubleshoot not only hearing issues, but also physical issues and counseling on fit or maintenance of the chargers or the accessories. So a lot of flexibility with that live audio visual panel.

It really gives you the flexibility of doing virtual fittings. But with that fill of an in person appointment. Now again, you have pretty much full access to our profit fitting software during the live session and can make all of the adjustments seen here and actually a few more on top of that. The few features not available during a live session are live speech mapping, hearing aid test and REM target match, which are features that we do need to have those devices live in the clinic for firmware updates and self check are also not available to you, the professional, during a live session, but are both features that your patient can run prior to their appointment from their Starkey app. So a lot of flexibility there.

Now switching over to a high level overview of an asynchronous remote programming system. This is really going to kick off with your patients submitting a help request from their mobile app. You get a notification that a request has come through. Whenever you have a few minutes, you'll log into the portal, make whatever adjustments and send those back to the patient. They again receive a notification that an adjustment has come back to them and they can trial those at their leisure.

And then again, once your patient has decided which adjustments to accept or decline, your portal will update accordingly. So you kind of know what adjustments were accepted.

Now, some great advantages to asynchronous programming for you. So it's a very simple and efficient way to provide quick adjustments that really only take a few minutes to make without taking up an entire follow up slot on your schedule. The programming really can be accomplished from anywhere, as this is a fully web based system and doesn't actually require the fitting software. This is a main point of difference between our live sessions and an asynchronous programming. Again, while those live session adjustments are performed in our actual fitting software, these asynchronous help requests are performed through a new tool that's available on our portal that allows you to make these adjustments directly from the portal without needing to actually interface with the fitting software.

So this allows you as the professional to log into your web portal from a home computer, a tablet or even a phone, make whatever necessary adjustments you need to, and send those back to the patient. Now there's also what we call an open ticket dialogue box or chat box that will remain active between you and your patient until that help request has been fully completed. This allows you a secure channel to communicate back and forth with your patient. So if you need to seek clarification on any issues they've submitted, rather than having to call them to get that clarification or send them a message from your own phone, you can simply type a message in this open chat box and get that clarification really easily.

Now, the adjustments currently available with an asynchronous remote programming include click fit adjustments, fine tuning adjustments, and the ability to add or delete new programs. Now, feedback canceler initialization is not available, but if you did run the feedback canceler during their initial fitting, you will be able to change their adaptation settings so you can switch it from subtle to strong or vice versa. But you'll also get a notification if any adjustments you're making to the frequency response will put that patient into a range of potential feedback so that you've got that awareness. Now, we also can look forward to further adjustments being added to asynchronous help requests in the future.

So let's take a look now at the system requirements for telehealth and how we go about setting up this entire process.

So from the professional side of things, you will need our profit software. You will need NOAA or Starkey's proprietary database that we call patient base. Obviously you'll need an Internet connection. We do support both Google Chrome and Microsoft Internet browsers for this feature, and then for that audio visual. For those live sessions, you'll need either an integrated computer camera or it can be an external webcam, and then you'll also need that speaker, speakers and microphones.

So whether again that's integrated into your computer or you have an external headset plugged in on the patient side of things, they will simply need monaurally or binaurally fit wireless Genesis hearing aids and then their Starkey app on a supported iOS or Android device. They will also need an Internet connection. So whether this is Wi Fi or cellular, we do often recommend that they do have a good Wi Fi connection when we are doing those live sessions so that they have a stable audiovisual connection with you.

Now there's three simple steps to setting up telehealth, and a couple of these steps actually only need to be completed once. The first step for the professional is to register your practice. The second step is for you to invite a patient to use telehealth. And then the third and final step in this process is for your patient to create that secure connection with you, their professional. So we'll take a closer look at each of these three steps.

So again, the first step in the process just involves registering your practice. Now, if you're familiar with what we used to call our hearing care anywhere, which was our kind of first iteration of remote programming, you'll definitely see it's a much more streamlined process setting up your telehealth portal. So again, this part of it only needs to be done once and you'll begin by opening profit to your connection screen. And you're going to see a telehealth panel on that right side the screen and you

simply click the button that says register your practice to get started. Now we do recommend that you have an office administrator be selected to register your practice.

So this individual is going to enroll themselves with an email address and password, and then after verifying their registration through an email link, they then can enter all the practice details using simple, straightforward prompts. So these details include your starkey account number, your practice name, address, phone numbers and website. Anybody who is listed as an administrator can also add or delete other clinicians for your telehealth organization. They can assign practice locations if you do have multiple clinics, and they can also assign and remove administrator status to other users as well. So once you have that initial practice set up, you can add additional practice names and locations by simply clicking on the add location button and then you'll see a list of mandatory fields that are marked by asterisks so you know the name of the clinic, the location, the address.

Once you put that information in, you'll just click save location and these location information can be edited at any time by anybody who's listed as an administrator for your telecare organization. You also can add additional professionals who are going to be using telehealth services in your organization. This can again be done by anybody with administrator status and by simply clicking that add user button so you'll enter the name and the email address of the clinician. Again, if you do have multiple clinic locations, you can just use that drop down list to choose which location they're at. And then if you'd like to assign them those administrator privileges, you just tick the box next to administrator and then click save user when completed.

Now everybody that is added as a person in your telehealth organization, they will get an email message from noreply.com. they'll their kind of status is going to just be listed as invited until they have clicked on that email message so that they can assign their own password and create their log on credentials. So again, that part of the process only needs to happen once or you kind of as you're

adding additional clinicians to your organization, that part only happens once. Now the second step of the setup process is to invite your patients to use telehealth through again that profit software. Now this will only need to be done once for each individual patient that will be using your remote programming services.

So this is done by sending a unique invite code to their cell phone number via sms message for entry into their mysearchy app. So you'll simply select your patient from the database launch profit and then from that connection screen log into your telehealth portal using your email address and password credentials and then simply enter your patient's mobile number into that box provided and then click invite. Now the great thing about this is this can be done with or without the hearing aids actively connected to the software. So if you do need to provide some programming adjustments for a patient, and you didn't set this all up with that patient when they were there for the fitting, totally fine. You can go in and invite them even without the hearing aids actively connected.

So that invite code will display in the profit with that kind of invited indicator until they have kind of set everything up. Now these codes are active for three days. So if they haven't kind of clicked the link and finished their setup process. Within three days, you can resend a new link as needed from that telehealth panel. Now, the third and final step to set up this whole setup for you and your patient is for your patient to create that secure cloud connection.

So they simply need to enter that unique invite code into their Starkey app. Now, that SM message the patient receives will contain an invite code and the link. So the patient can simply click the link in the text message. It will open up their my circuit app to the teller here screen and automatically enter that code for them. Now, alternatively, they can manually enter that unique invite code.

So this would be the process you would do. If they're going to use a tablet for this, we would still text them the code and then they could manually enter this code into their tablet as needed. But they simply

open up their Starkey app. Tap on the more button in the bottom right hand corner of the screen. Tap the telehealth option.

Tap I have a code. Enter the code and tap submit and then tap accept to authorize you to access your hearing aid information. Then they'll see your practice is going to appear in their Starkey app. Now again, this part of the setup process only needs to be done one time for each individual patient that are going to be using the service. Once the patient and you have connected in that cloud, you can provide telehealth sessions as needed, either live or asynchronous.

So once we've got that setup process done, really the best way to understand what telehealth is all about is to do an actual remote programming appointment. So we're going to look at this process from both the professional standpoint and the patient standpoint. So you can kind of see what this process looks like. So for this live session, again, either you or your patient can initiate this session at that designated time that you've scheduled. And then your hearing aid fitting, adjustment, and counseling needs can all be addressed again using that real time audio visual connection.

So it really is easy and engaging, but effortless for both you and your patient. Now, you can launch a live session through the profit software or the telehealth portal once you're logged in with your credentials.

So to begin a telehealth session from profit, you'll simply again log into telehealth from your telehealth panel and select start a remote session. When you're prompted about starting a session, just click ok and then you will click call now to connect with your patient.

Now, on the patient side of things, there's a couple of ways that they can either start or join a live session. So if they're starting the session before you've logged on, they'll simply go into their MyStarkey app to that telehealth screen and select start session. Or they can join a session that's already been

initiated by you by tapping on their banner notification that they'll receive. Now this is assuming they do have their banners or their notifications enabled on their smartphone, but they will see that banner notification pop up and they can simply tap on that.

Now, a live session will launch you into your data log screen in profit. So this is a really convenient place for you to kind of see all that valuable information related to their fitting and their hearing aid use prior to making any adjustments. Now, another great enhancement with our Genesis AI hearing aids and profit is you've got a bit more flexibility with your audio visual panel, so you can actually move that around to different locations on your screen. If they're showing you something about an accessory or a charger, you can actually enlarge that. So you've got a clear picture as needed.

So you've got a lot of flexibility with that audio visual panel. Your patient also, again, has a lot of flexibility with their av tools as well, so they can actually hold their phone up to their ear and show how their hearing aids placed in their canal. They can also flip that camera around if they're discussing kind of hearing aid use or care topics or accessories or the charger. So all of these are really wonderful tools for providing you helpful visuals when you're answering their questions or providing counseling on that physical fit or accessories and chargers.

Now, again, I've mentioned you do have pretty much full access to that profit software. So you can make fine tuning adjustments, you can run the feedback, you can set up a tinnitus mask or frequency lowering. You can even do in situ audiometry. So again, lots of flexibility. And all of this hearing aid programming is done in real time and automatically synced to the hearing aids.

So you don't ever have to be worried about clicking save or missing something because it's all synced live to those hearing aids. Telehear remote services during these live sessions also gives you incredible fitting and fine tuning flexibility for not only programs you've created in profit, but also any custom created programs they have created in their MyStarkey app as well.

Now, a live session can either be ended by you or your patient. So we will see here. If you click the red end call button, you will get a pop up message just verifying that you're sure, you'd like to end the session, and then you'll also be given the opportunity to save that session to your database prior to closing profit. Your patient can also end the session again by clicking that red in the call button. They'll also received a prompt just confirming, do you want to end this session?

And when the session has ended, the patient will be asked to just wait for a moment while their hearing needs are restarted and connected with the myCirca app. So they've got that real clear messaging that lets them know that everything's just kind of restarting.

So now that we've kind of seen that step by step process, let's actually see what this looks like in action. So we're going to watch a video clip of an example of a live session and kind of see all of the options that you have during those live sessions.

So. Hey, Jessica, how are you today? Hi. I'm really well. How are you?

I'm doing great. What can I do for you? I have just a couple of questions or requests, I guess, for you today. Overall, I'm doing really well with my hearing aids. I love them.

I love the automatic personal program that's in here and using edge mode once in a while, and it's really helpful. I'm wondering if there's a way, an easy way for me to just turn them up and down just a little bit when I feel like it, especially if I don't have my phone near me. I don't have the app, like, in my back pocket. So, like when watching tv or just with, you know, certain environments, just wanting to turn them up and down a little bit, for sure. Would you want to be able to do that from both hearing aids or just from one?

I think from both would be easier than. I don't have to think about which one to use. I agree. I love setting it up that way. So I'm going to give you a volume control on both of your aids.

That rocker switch has a top and a bottom. If you hit the top, you'll be able to turn the hearing aids up. If you hit the bottom of the switch, it's going to turn them both down. And then I'm going to play through the aids themselves. What you're going to hear when you press that button.

Okay.

Oh, yeah. Oh, that's great. It says louder and softer. Exactly. So you don't have to try and figure out which direction you're turning the hearing aids.

It's going to tell you exactly what you did. That's really helpful. On my last set, I had to listen for beeps or, like, little tones. Sometimes it was hard to keep track of, and you wouldn't really know where you were. So that's really great.

I appreciate that speech indicator, for sure. And then would you want to have an indicator for when you're kind of, like, back at your middle? It's going to say default vault. Are you good with just the up and the down? I think I'm good with just up and the down for now.

Okay. If you ever want that other one, we can turn that on really easily. Okay. Okay, great. Thanks.

And then I had one other question for you. My right hearing aid fits really comfortably. It stays in all day. I don't even know what's on. Sometimes I feel like I have to kind of push my left one in a little bit throughout the day.

I'm wondering if you can take a look and tell me if I have it on my ear properly. Okay. So, yeah, you know, remember how we talked about that little tail on your hearing aids? Yes. Your.

Your little retention cord or tails not quite in your ear on that one. So it looks like you have your hand on it right now if you want to, like, scoop it towards the back of your ear. There you go. So it'll sit right in the concha bowl where it has to be. Okay.

That feels a little more snug in your ear now, right? Yeah, that feels a lot more like the right one does now. I think I just wasn't getting that little tail in my ear quite as tucked in as it should. Yeah. As you wear your hearing aids more, you know, they'll kind of curve to your ear, and you shouldn't have to tuck it near as much.

But right in the beginning, it's normal to have to do that with a pair of AIDS. Okay. Okay, well, that's good to know that. So was there anything else that I could do for you today? No, I think that's it.

And I really appreciate not having to drive into the office that 20 minutes, you know, either way, so I didn't think it would take very long. So this was really a convenient option for me. Thank you so much. For sure. If you think of anything else, we can either set up another virtual appointment, or I can see you in person, you know, whichever is most convenient for you.

Okay, sounds good. All right, well, you have a good one. Okay. Thanks. You, too.

Bye bye.

So you can see here really how simple and efficient it was to not only make fine tuning adjustments, but to add user controls. Play new indicator sounds through their hearing aids, but also provide counseling on insertion and removal and fit concerns. So really great options for providing those kind of in depth

fitting follow up adjustments for our patients.

Now we're going to switch and kind of discuss what our process is for an asynchronous help request and kind of how it differs from a live session. So again, with our asynchronous remote programming, it really kicks off with your patient submitting a help request from their mobile app. Now you as a professional cannot start anything with an asynchronous programming until you have received a help request from your patient. So again, as soon as they send that request, you get notified through email and that new notification will also show up in the notification section of your telecare portal. So a couple of ways you can check on those.

You then can make adjustments when you have a few minutes, again right in your telecare portal and then send those adjustments back to your patient. The patient gets a notification that an adjustment has come back to them. And the great thing is with these, they can try those at their leisure. They can also make the decision of which of those adjustments to accept or declined. And again, once they've done that, your telehealth portal will be updated accordingly.

Now your patient can initiate a help request from the telecare section of their MyStarkey app. Now there is a recommendation on here that they do run self check first and this again can just make sure that their hearing aids are running properly prior to submitting that help request. Now it's not a requirement that they do this, but it is a good first step and something you also can recommend that they come back and do. If there's any concerns about, you know, wax blockage or a faulty receiver, dirty mics, we can always have them hop out and run this feature. Now once they're ready, they'll simply click on new help requests and that's going to launch them into our new messaging assistant.

So this is the chat box that will remain as an open ticket. So it allows conversation back and forth from the telehealth system, you, their professional and them until that entire help request is completed.

Now, this is the first of several messages they will get from the system and it's just simply saying, hey,

looks like you have a help request. Let's go ahead and describe your issue by answering the questions you'll see below. They'll tap on, get started, and that messaging assistant will roll them through a series of questions.

Now this is an example of the screens they'll click through. But these questions will modify based on their answer selections. So initially they'll get asked what their larger complaint is. So is it their own voice? Was it tinny?

Too loud? Too soft? Now, depending on their selection, it's going to focus in more. For example, was that with music? Is it voices, background noise, or something else?

They'll then be asked which program that applies to. They can select one or more of their professional or their custom created programs. They'll then be prompted to select which ear that problem is in. And once they've answered that, which ear is it in question? That kind of puts them at the end of those queries.

And then they'll get a message in the chat box thanking them for describing their issue and noting that they can type in any additional information that they would like you to know about that issue, where it says write a message in that bottom text box. Or if they're all done, they can simply send that request through by clicking on complete help request. Now once they tap complete help request, they will see a screen saying completing your help request. And the second screen here shows you where that patient might have typed in that additional message for clarification. And again, you can also type back and ask them for more information before sending any adjustments.

Now once your patient has submitted that request, there will be an immediate reply notifying them that your office has received a help request and will reply within 24 to 48 hours. Now this is a default message, but you can actually customize this in your telehealth portal so that it's got a specific

message back. So if you want to say within 24 hours and maybe 72 hours, or just make that a more general response, you can customize this however you would like. And then once your patient exits the help request chat window, they're going to see on their app screen that they have an open request with that date and time stamp.

So next we want to look at the process in action. So we've kind of seen again those step by steps, but we want you to see how quick and easy this process is for your patient. So to submit that help request, they again open their app, tap on more, and then select telehear from that list, and then tap on new help request. This again is where that messaging assistant will pop up. And again, this remains as an open ticket.

So easy communication back and forth. Then they'll tap get started, which is where this is going to roll them through that series of questions. And again, these modify based on some of their answer selections, but really designed to ensure that you have all the relevant details that you need to address their issues. Again, once they've answered all these questions, they're going to be sent back to the messaging assistant. And again, this is where they can type any other information.

They'd like you to know about the issue in that bottom text box. So they can type any information in. Or if they're done, they can simply send that request through by clicking on complete help request. Now, again, once they do complete help requests, they will see a screen saying completing your help request. So as I mentioned earlier, asynchronous programming is completely web based and it does not actually require fitting software.

So at this point in the process, the mobile app is packaging up everything about those hearing aid settings and essentially creating a virtual model of those settings that is sent into the cloud that then you can access via your telehealth portal. So once that's done, they'll get an immediate reply notifying them that your office again has received that help request. And then once they exit out of that screen,

again, they'll see on that telehealth screen that they have that open request with a date and time. So you can kind of see how quick and easy that process is for them to submit it. Now, again, you'll receive an email notifying you that a help request has been submitted, and it's going to include all of the details that they just put in about that request.

Once you have logged into your portal, on the left hand side in our blue menu bar, you'll see notifications. So the number of next to notifications is actually how many open requests there are for your entire telehealth organization. In the center area, there are filter settings for notifications shown, so you can actually filter those by different clinicians in the organization. Now this is great because it allows professionals in the same organization to view other professionals patients request and address those as needed. If you do have somebody who's out of the office.

Now, once you've kind of filtered which clinicians requests you want to look at to the far right, you'll see a list of those patient help requests arranged from newest to oldest and the status of those requests. So those status options are new, pending, accepted, and declined.

So when you click on a new help request, it's going to again open up that patient's virtual telehealth file directly to that help request. So that chat window with all of the patient's details is provided on the right side of the screen for easy reference. And when you're ready, you just tap that blue, make adjustment button to open the settings. Now there will be a message indicating that it takes a few seconds for the system to pull that information from the cloud and kind of build that virtual hearing aid on your telehealth portal. But then you'll see your system open up to your quick fit adjustment screen.

So it will also default to their first program, which is typically their personal program. Again, that help request chat box is always available for reference, but you can minimize that using the arrow in the top right hand corner so that you can view that full adjustment screen. And you will need to minimize that chat box to see any of their custom created programs. If you need to make adjustments to those now

within the adjustment screen, changes are only going to be made to the active program, and that active program is indicated by a blue line under the program name and it'll be written in black text. So again, this screen defaults to that first program, which is typically personal.

But if you need to make changes to a different program, you'll simply click on the program desirée any custom programs that the patient has created in the mobile app can also be selected from that drop down menu, and you will see the term open next to any programs that the patient has requested an adjustment for. Now, your adjustments can be made from the quick fit or the fine tuning screens. And if you are in fine tuning, you can see that you can switch between the table and slider view. So depending on what your preferred way to view adjustments are, you can do table or sliders. And again, you can also add in additional programs as needed.

Now once you've made an adjustment to an open program, that label will change to pending. So you can clearly kind of see where where you've made the adjustments and if you still have any left that you need to make. And then again, that message box at the bottom of the adjustment screen shows this default message that will be seen by the patient in their chat box when the adjustments are ready. Now, the default message does start with the patient's name and informs them that adjustments have been made. This message also can be customized here on this screen or from your preferences section in the portal.

So a couple places you can personalize that, and we do highly recommend that. We did note that in all of our clinical trials, patients strongly appreciated more personalized messages in this section. So you do have the option of customizing those. And then the last step is simply to send those adjustments. So this will send those changes to your patient and then close out your adjustment screen, sending you back to their virtual file in your portal.

Now you'll see the status of that request updated, noting that you sent an adjustment which programs you made adjustments to that date and timestamp, and then an option to view snapshot. So this allows you to quickly take a look at the frequency response of all of the patients programs. You can also again open that chat box by clicking that chat bubble icon in the bottom right hand corner. Or you can just click on questionnaire to pull up that request as well. Now if you did forget to make an adjustment or you wanted to make an additional adjustment, you can tap on that blue make adjustment again to open that adjustment window back up.

Or you can also add in a clinical note. So this is where you can specify exactly what adjustments were made during that asynchronous adjustment for future reference. Now this is something we highly recommend. It's important step as the asynchronous session is not saved to your NOAA database at this point. So it's a great idea to go in and add this clinical note so you can note exactly what you did.

Now again, you'll see that help request status is going to be updated to pending in the notification section as well, so you kind of get those notices all the way through the process. Now again, we've seen the step by step process, but we want you to see how quick and easy it is to make these adjustments. So again, you simply click launch telehealth and you can do this from the link in your email, which gives you easy access. Once you have logged into your portal, you can access your open help request from the notifications tab or the patients tab in that left blue panel. When you click on that new help request again, it opens up the patient's virtual file directly to that help request, and you've got the chat window there with all of the help request detail so that you know exactly what you need to go in and do.

And when you're ready, you just click on that blue make adjustment button to open up the patient setting and make the necessary adjustments. Now again, you'll see a message indicating it takes a few seconds for the system to pull the information from the cloud. That help request chat box again is

always available for reference, but you can open and close it as needed. Now, once the system opens it up again, you'll be defaulted to that quick fit adjustment screen, and you'll see that term open next to any program names that patient has requested an adjustment to. You can make those global adjustments from quick fit or toggle to fine tuning to make more precise adjustments in any program and again, this includes programs created by you and profit, as well as any custom programs that they've done in their mobile app, and they can select those from that custom drop down menu now within the adjustment screen.

Again, we do only make changes to the active program, which again defaults to that first program. But to choose a different program, you simply click on that program to make those adjustments, and again, you can add in any additional programs as needed by selecting a new program from that drop down menu. Again, once you have made an adjustment to an open program, that label does change to pending. And then again you can use the default message. Or here's where you can customize that message back to your patient regarding any adjustments that you have made.

Once you have done that again, the last step in this process is to just send those adjustments now. Once you have done that again, you'll see the status of that help request updates to pending in the patient's file as well as in the notifications tab. So when you toggle up to that, you'll see that has updated to pending as well. So you can see how quick and easy you can make all of those adjustments using this asynchronous session.

Now, from the patient side of things, there's actually a few ways that they can access those new settings to trial them. So again, they will get a push notification if their banner notifications are enabled. So they can simply tap on that notification and it takes them to their my circuit app. Alternatively, they can navigate to that notification section by clicking on the more icon in the bottom right hand corner, which will be marked with a red dot. They then tap on the notification bell.

Oops, sorry, I switched screens too quick. They'll tap on that notification bell in the top right hand corner, which will also be marked by a red dot. And then they'll see that message that you've responded to their request, and then they can simply click tap to review and they'll be launched to that help request or chat box. They can read any messages that you've typed in, or just click try now to try those adjustments. Try now will launch them to the program screen so they can choose any program to trial.

Any program that has had an adjustment made again will be marked with a red dot, and they can also just simply trial any adjustments directly from the home screen of the app by tapping that gray banner that says try new sound. This banner will appear anytime they're in a program that has had an adjustment change made for it. So a couple of really easy ways to try that now, once they've tapped on try new sound, they land on this screen. That allows them to easily toggle back and forth between the new sound settings and the old sound settings. So it does default to the new settings and it will have a little animation that shows that's the active listening settings.

And once they decide which of those settings they want to keep, they highlight those settings in blue and then tap next. This will bring up a screen indicating that they can save those sound settings to their hearing aids by. By clicking save sound setting. And they'll also have the similar options if they do decide to keep their old sound settings as well. Now once they choose to save or decline all of the sound settings, those changes get written to the hearing aid, and then once they have saved those adjustments for all of the adjustments sent, this is what completes and closes out that help request.

Now alternatively, if the patient would like to keep their new sound settings, but would like some further adjustments, they can do this by selecting send message rather than save sound setting. So their preferred settings will be saved to the hearing aids, but that request does say open. They get sent back to that chat box where they can send an additional message to you. You'll again get a notification that

they've accepted the adjustments but had an additional request, and alternatively they'll have the same options again if they do decide to keep their old sound settings as well. Now, if your patient requested an additional program, or if you did decide an additional program would be beneficial, the patient will see that in the help request chat as well, that you have added a new program.

Your patient can choose to accept or decline that. This will be sent as a separate message from any other adjustments. If they click to accept again, they'll get a message that that change is being written to the hearing aids. And once that has finished, that chat will show the message that that new program was either accepted or declined.

So again, let's see this in action. So if a patient wants to trial their their new adjustments, they can simply tap that banner notification which will take them them to the more tab. When they tap on the notification bell, they'll see that chat box so they can read all that information from you and then tap try. Now they can select which program they want to trial and then tap try new sound. And this is where they can easily toggle between and compare the new and the old sound settings again.

Once they've decided which they want to save, they tap next and then click save sound setting. So again, when they choose to save those sound settings, that's going to get written to the hearing aid. And then again, once all of those changes have been accepted or declined, this is where it will write those settings, but then it will complete and close out that help request. So we can see there's no open help request now on their app screen. So very quick and easy process.

Now, once they've accepted or declined all adjustments, you will see the status update in the notification section of telehealthth. So from pending to accepted or declined, if they did send through multiple adjustments and they accepted some and declined others, that status will say declined. But if you do click and open that up, you'll be able to see which adjustments they accepted and which they declined. So you can really kind of see easily exactly what was done. Now again, once all adjustments

are accepted or declined, and that help request is marked as closed, we can no longer open those settings back up to make further adjustments, but we still can add clinical notes, we can view the snapshot, we can view that original questionnaire, or we can archive that help request.

Now a couple of good to know so that help request ticket again is going to stay open until your patient has accepted or declined all of the adjustments, or until you or your patient deletes or archives that help request. Your patient also has an unlimited amount of time to trial the old settings versus the new settings and decide which they want to keep. But they can only submit one help request at a time, so they do need to complete or close out that previous help request before they can put through a new one. Now this is a great example of the ease and benefit of that open chat box. So again, this is a good secure way for you and your patient to send messages back and forth if you are needing clarification on their help request.

So you can see you as the professional can send that question through. As soon as your patient sees that or has a minute, they can reply to that help request, adding whatever clarification needs to be added to that help request. Once they send that, you're going to see that pop up pretty quickly in your chat box as well. So you can see this is a really streamlined but secure connection for providing that clarification back and forth.

Now just a few more good to knows. Again, I've mentioned a few times asynchronous programming is completely web based, so it does not require fitting software or even NOAA to be open to make the adjustment requested. There's not currently a widely used database system that actually functions and works with the cloud. I think we'll see that coming in the future, but because of that, our asynchronous sessions cannot be saved live to NOAA at the time of the adjustment. However, our asynchronous programming does have a timestamp on those settings that will be detected by your profit software.

So what that means is the next time your patient is seen in person in your clinic and you read those hearing aids into your software, your software is going to pop up this message just informing you that the settings in your hearing needs are newer than the most recent save session and gives you the opportunity to then save those sessions to your database if you choose.

Now. Again, some of the messaging in the asynchronous session is can be customized. So if you're both the message that's in that chat box when a help request is received, as well as that default message sent back with an adjustment, these can be customized by you or another administrator in your telehealth organization. So you click on my practice, then on preferences, and then you'll see that help request section where you can customize any messages for those patients. You'll also be able to assign different providers to receive email notifications about help request requests.

So you can do this for anybody in your telehealth organization. So again, administrators can go into this by going to my practice, tapping on preferences and then scrolling down to the email notification section. So in that drop down menu, you'll see all available providers in your organization. So any additional providers that are assigned here will continue to receive the original provider's help requests until they're removed in the same section. So this can just be helpful to help ensure that all patient requests are addressed in a timely manner, even if another provider is out of the office.

So a couple of ways you can customize that. So we've kind of seen the process of telehealth kind of step by step for both the professional and the patient. But I want to take a look at some ways that we can have some practical applications of telehealth remote programming. With our first patient here, we're going to look at how you can use live remote programming sessions as a scheduled kind of first follow up after a patient's fitting. So our first patient is Dave.

So he came to your clinic to be fit with his Genesis AI 24, Rick Cartes. The hearing aids had initial programming done. He was counseled on use and maintenance as well as insertion and removal. Now,

at the time of the fitting, it was decided to order Dave a custom set of soft holaric ear molds rather than sticking with the stock dome. So these were then emailed to Dave when they arrived.

But as Dave lives in a rural town, quite a drive from the clinic, the hearing aids were paired to his iPhone and his my circuit app and telehealthth remote programming was set up in his app with the expectation that his first follow up and additional follow up appointments could be done then during live remote sessions.

So during that first follow up appointment during using a live session. So here, Dave's clinician was able to assess how he was doing with the hearing aids through both the data log information as well as his personal feedback. The clinician is able then to also walk Dave through how to put those new ear molds on his hearing aids and practice insertion and removal and make sure he's doing that correctly. Using that live audio visual link, we're able to update those acoustic options and rerun the feedback cancer so we can ensure the best sound quality with those new ear molds and then additionally do any other fine tuning adjustments as needed based on Dave's feedback. So a great way to provide that first follow up after initial fitting.

Now, at an additional follow up appointment, Dave had reported that his aides were softer than he remembered after his first fit. So a couple of ways that we could use live sessions for this type of follow up so we could counsel Dave on how to run his self check from his mobile app so he could log off the call quickly, run his self check, and then rejoin that call. Now in this case, self check showed that Dave's right receiver required some attention. So again, we can use that live video link to show Dave how to change his hear clear wax filters clean and check the hearing aids. They can hop off the call rerun self check.

When he did that, it came back all clear. And then we can use the remainder of that appointment to review proper care and maintenance of the device and make any other fine tuning adjustments as

needed. So this shows just kind of a couple of ways we can use that for that first follow up. Now, I want to look at a few more ways that telehealth can be used for different patient concerns using both live sessions and asynchronous help requests. So again, live sessions are great for more detailed in depth appointments.

And asynchronous help requests are ways to provide just really quick changes to a hearing aid. So again, our next patient, this is Haley. So wearing Genesis AI 24 ITC. So he's been wearing them for a few months. Using the app frequently likes using all the different features.

Now with Haley, she's struggling in restaurants so she can hear conversations further away better than those close up. So we want to look at some ways we can address her issues with both live sessions as well as an asynchronous help request. So again, some examples of how we could address Haley's concerns. And this is by no means a full in depth list of options that we could do, but just some examples of ideas that we could address for concerns in a live session. So we could look at making fine tuning changes so addressing those compression ratios by reducing gain for soft sounds and increasing gain for loud sounds as needed.

We could also add in a second restaurant program and potentially change the directional mic settings of that program and then counsel her on how to change programs from either user controls or from her mysearchy app. We could also look at aging or edge mode plus feature as a user control option council on its use via user controls or the mysearchy app. We could also use this as an opportunity to discuss the benefits of a remote mic plus or a mini remote mic, or even a table mic accessory for those type of situations. So a number of ways that we could potentially address this from a live session. Now again with our asynchronous, if Haley had submitted this via a help request, a couple of ways we could address this with asynchronous is again doing those fine tuning changes, so addressing those compression ratios by adjusting soft and loud sounds.

Or we could additionally add in that second restaurant program. So a couple of quick options that we would have for an asynchronous help request. Now let's look at Laverne. So Laverne was fit with Genesis AI 24 Rick Ortiz she loves listening to live music and streaming music while exercising. So Laverne is noting at a follow up that one of her favorite venues to visit regularly has live music, but she is not enjoying the sound quality of music through her personal program or really when she's streaming music from her phone while exercising.

So again during a more kind of in depth live session, some options we could look at would be to add a dedicated music program, add different user controls. We could counsel how to make adjustments or create custom programs for the streamed music. We could counsel on the new adjust sound equalizer controls from the MyStarkey app. So a lot of ways we could add new programs and counsel on these issues as well from a help request. If she had submitted this through here, this is where we could quickly add in that separate dedicated music program and send her a chat in that message, just detailing how she can access that new program from her.

Starkey app. Our final example is Judy Lee. So she was fit with an iter. She's 97 years old, lives 2 hours away from the clinic, so sometimes struggles getting into her appointments. So with Judy, she's been reporting that she feels like the hearing aids could be turned up and she's struggling to hear the tv, but she's not able to make it in for her scheduled appointment as she doesn't have anybody to drive her the 2 hours to the clinic.

So during a live session, we could assist Judy by using that live audio visual to walk her through how to replace her hair clears and her wax filters and do clean and checks. We could make fine tuning adjustments to increase gain in that personal program. We could add volume controls. We could counsel on those volume controls. We could add in a separate television program and discuss the benefits of a television streamer.

So a couple of great ways we could provide solutions for her if she had submitted this from a help request. This is where we could increase the gain in that personal program or add a separate television program. So you can see a number of ways with both synchronous or live sessions that we could provide all of the fitting, follow up and counseling services to your patients from afar while still ensuring that personal touch and real time communication. And those asynchronous requests are really great ways to provide quick, simple adjustments for your patients as needed. As I mentioned earlier, hearing care professionals really value telehealth applications like telehealth to increase their practice efficiency, give better appointment compliance, and really just be able to offer flexible fitting solutions for your patients.

Both our synchronous live sessions and asynchronous help requests really provide easy and efficient ways for you to provide great care to your patients.

Now as always, I do want to leave you with a few resources today about our telehealth services. We do have a new telehealth handbook for professionals available on StarkeyPro. This does replace our separate quick tips for professionals. This handbook is your guide to setting up and providing telehealth services to your patients. We also still have our patient focused quick tips that are available and provide really short how to guides for getting connected and the step by step processes for both our live sessions and our asynchronous help requests.

And as always, we have a range of brochures, white papers and those quick tips, as well as links for further training classes on multiple other topics on starkeypro.com. Now with that, I do appreciate you spending some time with us. We did have one quick question about circular hearing aids if they're FDA approved for OTC. Our general hearing aids are prescription hearing aids. But we do have one brand called Start hearing. That is an OTC device that meets the FDA regulations.

And if you're interested on more information on that start hearing OTC device, you can reach out to your sales rep. So with that, I didn't see any other questions come through today. Again, thank you so much for joining us this afternoon or this morning and hope you have a great rest of your day.