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4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
5. Need Help? Select the “Help” option in the member dashboard to access FAQs or contact us.

How to print Handouts

On a Mac

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Grand Rounds by ReSound:

*A guide for improved
patient satisfaction with
noise.*

Valerie Kedem, Au.D.
Field Training Audiologist

Webinar FAQs

- How to ask a question:
 - Click Q&A, type your question and Send.
- Where to get the handout:
 - Resources in the classroom and under Pending Courses in your account
- How to view captions:
 - Click Live Transcript CC button
 - Click Show Subtitle
- How to earn CEUs:
 - After the webinar, go to your Pending Courses and pass the multiple-choice exam.
- For assistance or tech support:
 - Call 800-753-2160
 - customerservice@audiologyonline.com
 - Use the Q&A window

Learning Outcomes

- 1) After this course, participants will be able to differentiate between noise and sound quality concerns.
- 2) After this course, participants will be able to locate features for noise reduction.
- 3) After this course, participants will be able to determine which adjustable features provide the most impact to achieve improvement with noise.

Risks/Benefits

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

For further information please contact:

ReSound Customer Care at 1-800-248-4327

Additional resources:

Territory Sales Manager

Inside Sales Manager

Field Training Audiologist

Remote Training Audiologist



Common Noise Complaints?

Type in Chat what you typically see in clinic.

Smart Fit

ReSound GN



Case Studies

**Patient's hair is
noisy.**



Patient's hair is noisy.

1. Increase Noise Tracker
2. Turn down Directional Mix
3. Activate Front Focus
4. M&RIE receiver

Features that have no significant effect

- Expansion
- Impulse Noise Reduction
- Wind Guard

While Walking, Wind is Noisy



While Walking, Wind is Noisy

1. Increase Wind Guard
2. Turn on Wind Guard
3. M&RIE Receiver(s)



Background Noise is overwhelming



Background Noise is overwhelming

Increase Noise Tracker II

Level 9 = Per environment +

Mild, Moderate, Considerable, Strong

Level 7 = Mild, Moderate, Considerable

Level 5 = Mild, Moderate

Mild (-3 dB) Moderate (-6 dB) Considerable (-8 dB) Strong (-10 dB)

**Room has a humming
noise**



Room has a humming noise

1. Turn on Expansion
2. Increase Expansion
3. Decrease Environmental Optimizer II (Quiet) for lower technology levels





**Background noise
is too loud in a
quiet environment**



Background noise is too loud in a quiet environment

Decrease Directional Mix

Thank You!

