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How to print Handouts

On a Mac

- Open PDF in Preview
- Click File
- Click Print
- Click dropdown menu on the right “preview”
- Click layout
- Choose # of pages per sheet from dropdown menu
- Checkmark Black & White if wanted.

On a PC

- Open PDF
- Click Print
- Choose # of pages per sheet from dropdown menu
- Choose Black and White from “Color” dropdown

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Remote Support with Phonak Solutions

Jenna Valania, AuD

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



Remote Support with Phonak Solutions.

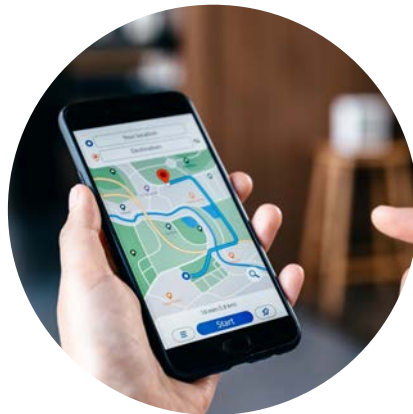
Jenna Valania, AuD
Clinical Trainer, Phonak

Financial disclosure: Speaker is employed by Phonak US

Non-financial discloser: None

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.



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Learning outcomes

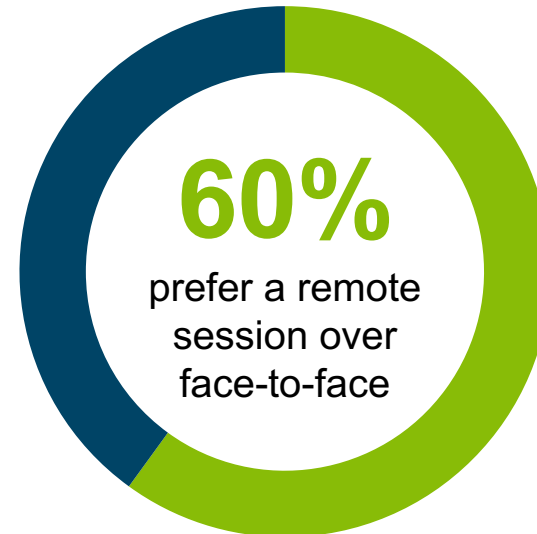
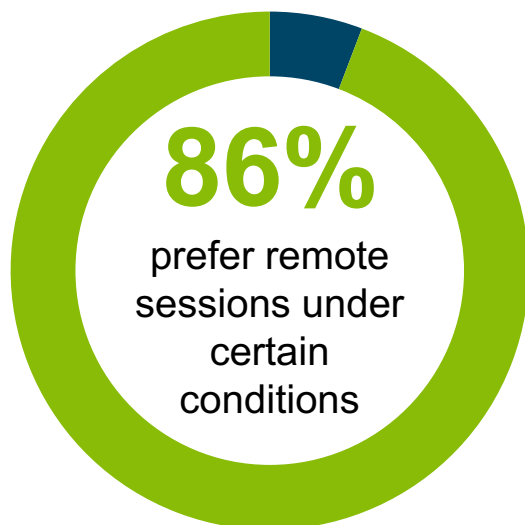
- Explain how eSolutions have changed to address the recent restructuring of hearing healthcare models.
- Explain how to conduct a Remote Support session.
- Describe different customer segments that can leverage this technology for new business opportunities.
- List the benefits of offering Remote Support in your clinic.



eSolutions in evolving healthcare



Adult preference for remote support is high





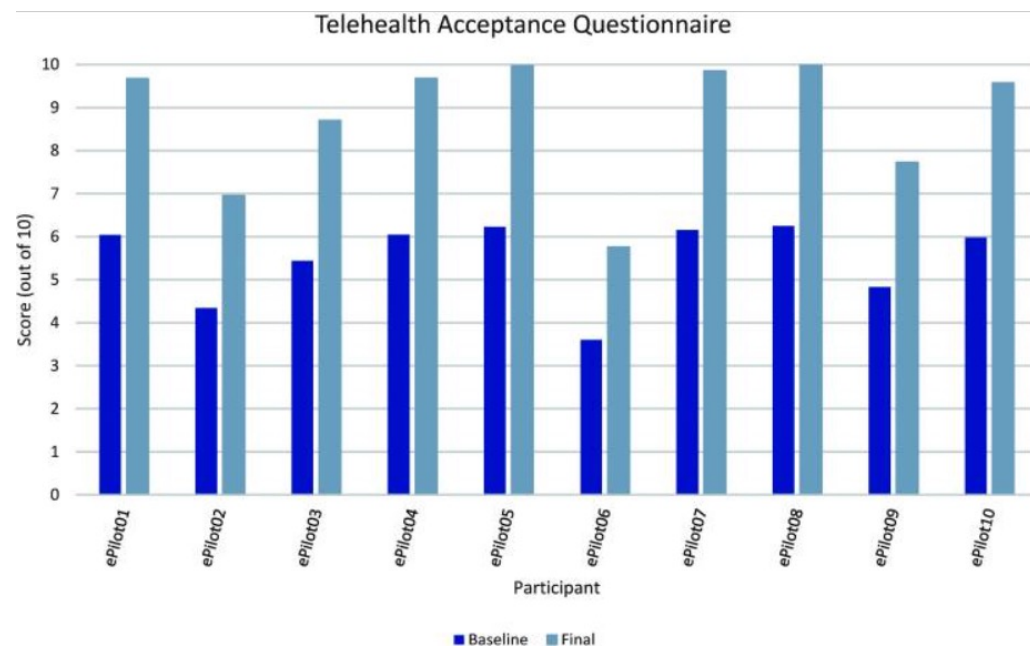
Candidacy.



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Tele-Audiology: Reasons to believe

- Improved access to care
- Increased follow-up rates
- Reduced travel times and costs



World Health Organization. World Report on Hearing. (2021). Available online at: <https://www.who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/highlighting-priorities-for-ear-and-hearing-care> (accessed November 20, 2021).

Arnold ML, Schwartz B, Neil H, Chisolm TH, Sanchez VA. Feasibility and Assessment of a Hybrid Audiology Service Delivery Model for Older Adult Hearing Aid Users: A Pilot Study. Am J Audiol. 2022 Sep 21;31(3S):892-904. doi: 10.1044/2022_AJA-21-00200. Epub 2022 May 3. PMID: 35503960; PMCID: PMC9886165.



**Convenient
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What children with hearing loss need

Clarity and richness of sound

Access to more words and conversations

Hearing aids that they can and want to wear
the full day, every day



What caregivers of children with hearing loss need



Information given in chunks, when previous information has been processed

Confidence with listening checks and troubleshooting hearing instruments

Counseling beyond hearing aid usage and care

Meibos, A., Muñoz, K., White, K., Preston, E., Pitt, C., Twohig, M. (2016). Audiologist practices: Parent hearing aid education and support. *J Am Acad Audiol*, 27, 324–332.

Muñoz, K., Olson, W. A., Twohig, M. P., Preston, E., Blaiser, K., White, K. R. (2015). Pediatric hearing aid use: parent-reported challenges. *Ear Hear*, 36, 279–287.

Visram, Anisa Sadru1,2; Roughley, Amber Jemima; Hudson, Caroline Louise; Purdy, Suzanne Carolyn; Munro, Kevin James, Longitudinal Changes in Hearing Aid Use and Hearing Aid Management Challenges in Infants, Ear and Hearing: July/August 2021 - Volume 42 - Issue 4 - p 961-972

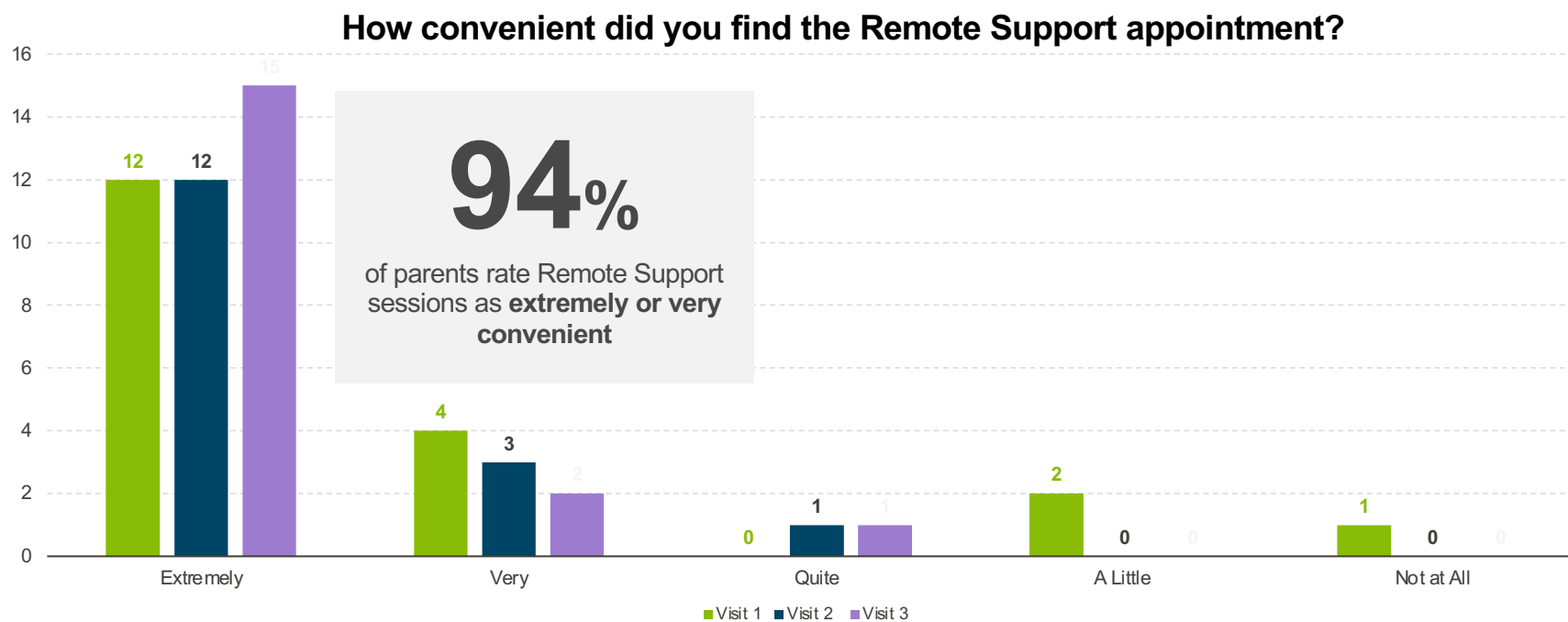
Caballero, A., Muñoz, K., White, K., Nelson, L., Domenech-Rodríguez, M., Twohig, M. (2017). Pediatric hearing aid management: Challenges among Hispanic families. *J Am Acad Audiol*, 28, 718–730.



How can we support our patients and their families?

- Hybrid approach to appointments
- Meeting them where they are in the journey (or in the world)
- Provide necessary tools to be successful

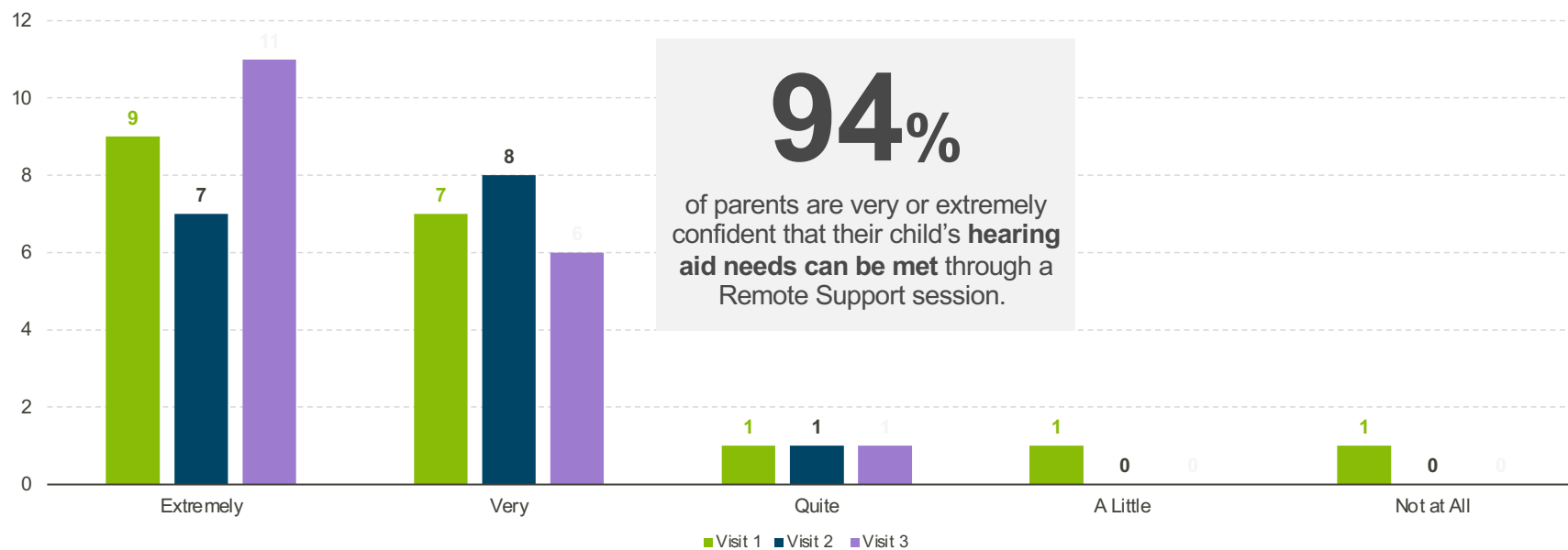
Parents' perspective



Neumann, S., et al. (2021). Kid-e Audiology: Smartphone App Optimizes Pediatric Hearing Healthcare. Manuscript in preparation.

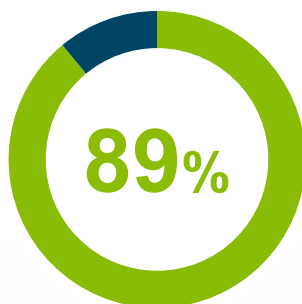
Committed quality care without compromise

How confident are you that your child's hearing aid needs could be met through remote support?

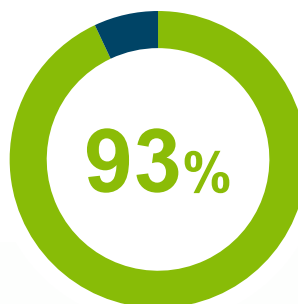


Teens' perspective on Remote Support

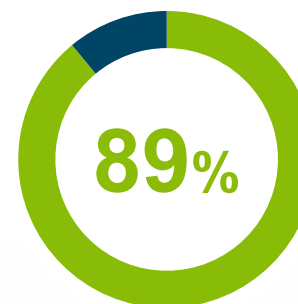
Interacting and following up with their HCP



Felt relaxed
during session

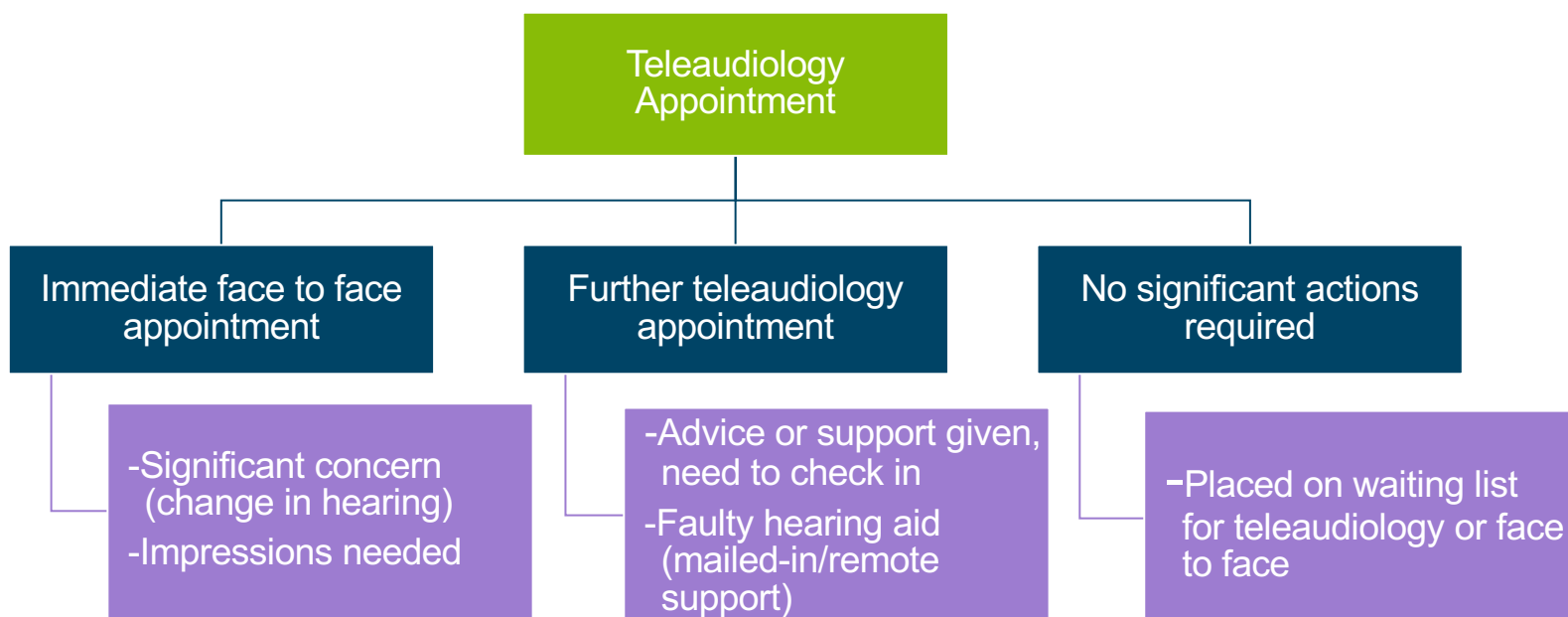


Would recommend
remote session



Prefer remote
session

The Children and Young People's Audiology Centre (CYPAC) Protocol



Findings

“Adding teleaudiology into the clinical pathway significantly **increases service capacity, successfully meets the needs** of pediatric hearing aid users and has a small **positive impact on attendance rate**”

Audiologist Feedback

- **Conversations are more meaningful**, particularly with teenagers who are more relaxed and open
- Good to have specific focus on **counselling**
- **A better way to interact with families** where testing isn't a priority

Patient and Family Feedback

- **Teenagers are empowered** to take responsibility for their hearing and HAs
- **Reduces burden of appointments** for families of children with complex needs
- **Less work or school missed** by not having to travel
- Would like **every other appointment** to be teleaudiology

Challenges

- Success is proportional to Wi-Fi stability
- Potential inequality as not all families have access to a laptop/tablet/smart phone
- Younger children or siblings become bored without distraction which limits appointment duration
- Quality of validated audiology questionnaires for school age children is limited





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Consumer attitudes favor telehealth

Age 55-64

- **60%** value convenience and saving time
- **96%** are comfortable with technology



Age 65+

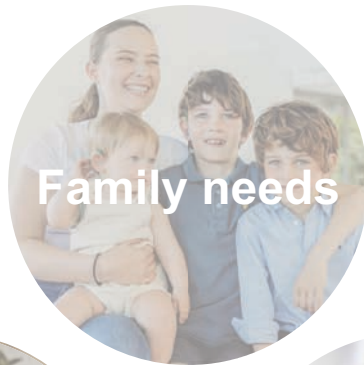
- **25% are** already using a mobile health app
- **88%** value loyalty to provider



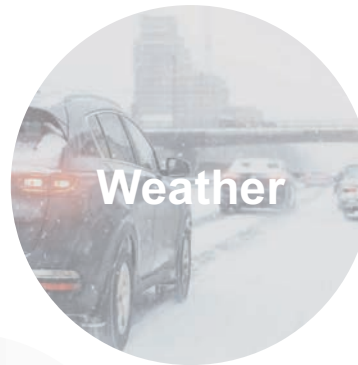
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**Mobility
Transportation
Distance**



Family needs



Weather



Care facilities



**Health
concerns**



**Convenient
Efficient • Flexible**



**Convenient
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Audiologists' perceptions of teleaudiology

Increased
quality of
care

Higher quality
of relationships
with new &
returning
clients

Teleaudiology
complements
in-person
services

Competence
in using
teleaudiology
tools

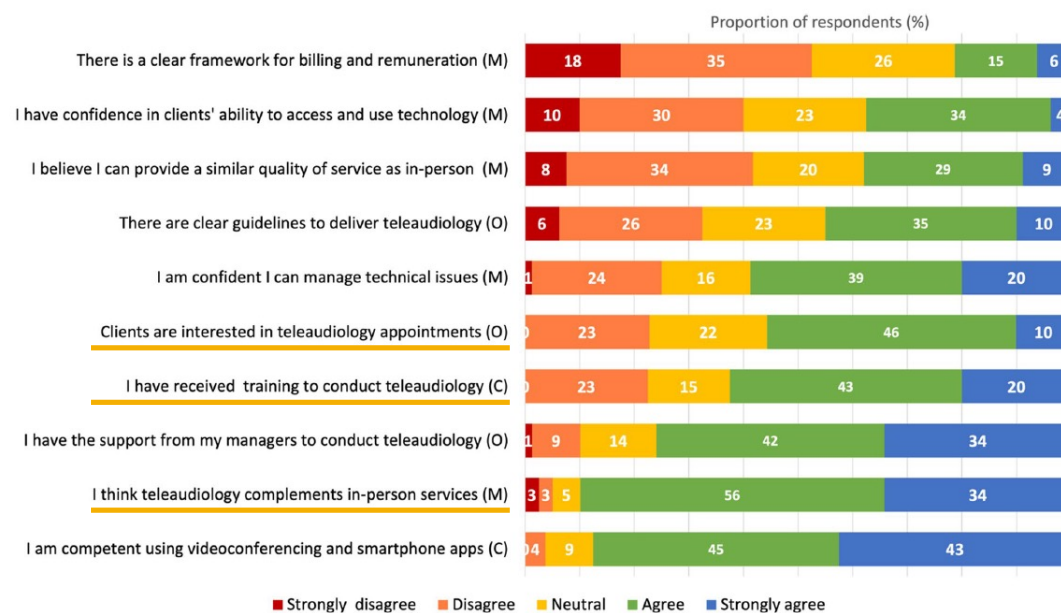
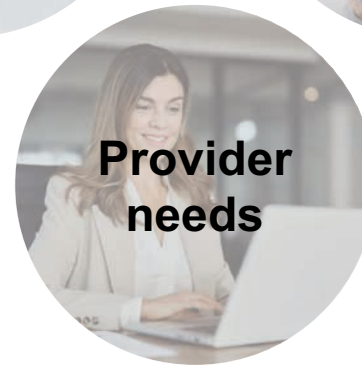


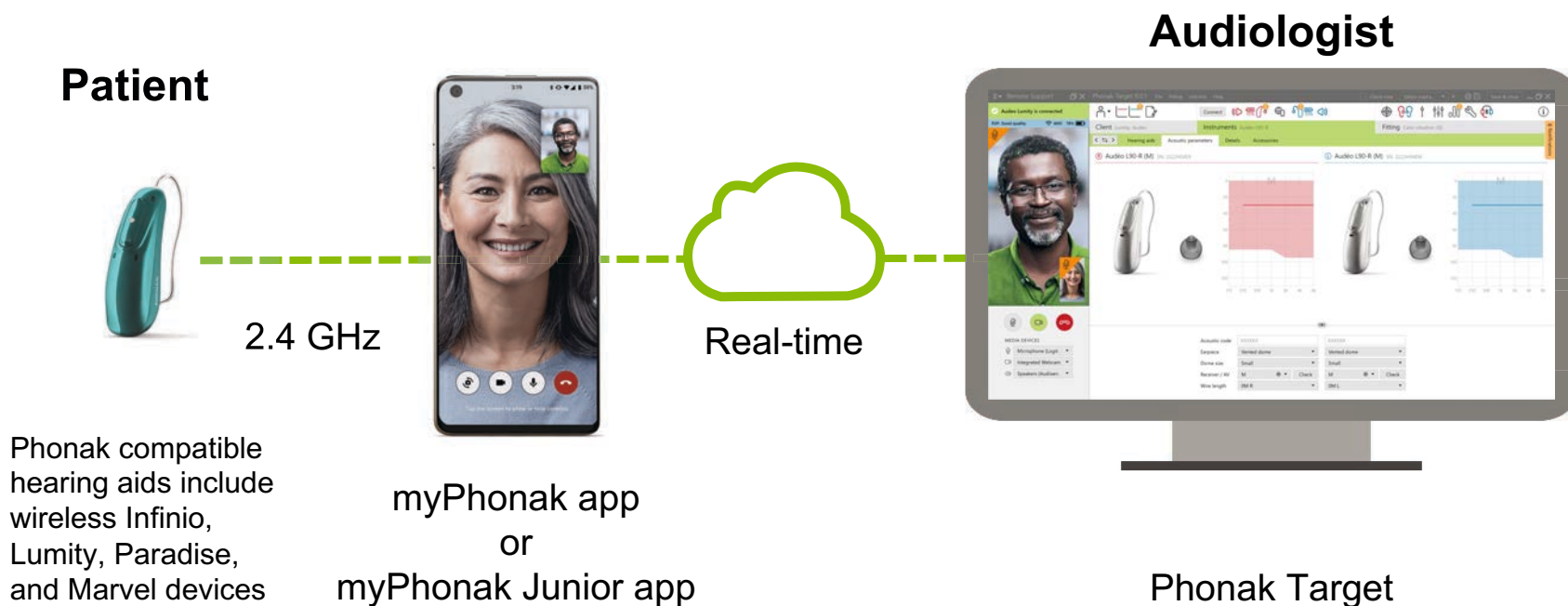
Fig. 5 Opinions of audiologists who have used teleaudiology on factors relating to their capabilities (C), opportunities (O) and motivations (M) towards teleaudiology, 2021 survey (n = 90)





How-to.

How does Remote Support work?



Expanded options for connection

Fit Hearing Aids in Office



Close session

✓ Successfully saved

Hearing aids

- ✓ L: Slim L90-R (SN: 2305N0ER1) Battery le
- ✓ R: Slim L90-R (SN: 2305N0F0N) Battery le
- ✓ Enable "Remote Support"
- ✓ Database

Pair Hearing aids to app



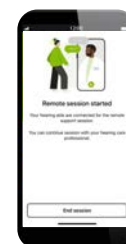
Launch Remote Support

with audio/video



Phonak Target with integrated video/audio

without audio/video
(myPhonak only)



Phonak Target without audio/video for programming

Microsoft Teams, Zoom, Google Meet, etc. for audio/video

Compatibility



myPhonak

Infinio

Audeo, CROS

Lumity

Audeo, CROS, Fit, Slim,
Naida, Sky, Life

Paradise

Audeo, CROS, Fit, Life, Naida,
Life, Virto P-312

Marvel

Audeo, Bolero, Virto M-312,
Naida M-SP, Naida Link M



**myPhonak
Junior**

Lumity

Sky, Audeo, CROS, Naida

Paradise

Audeo, CROS, Naida

Marvel

Sky, Audeo, Bolero, Naida,
Naida Link M

Operating system requirements Apple: iOS 15 and Android: OS 8

Equipment needs – audiologist



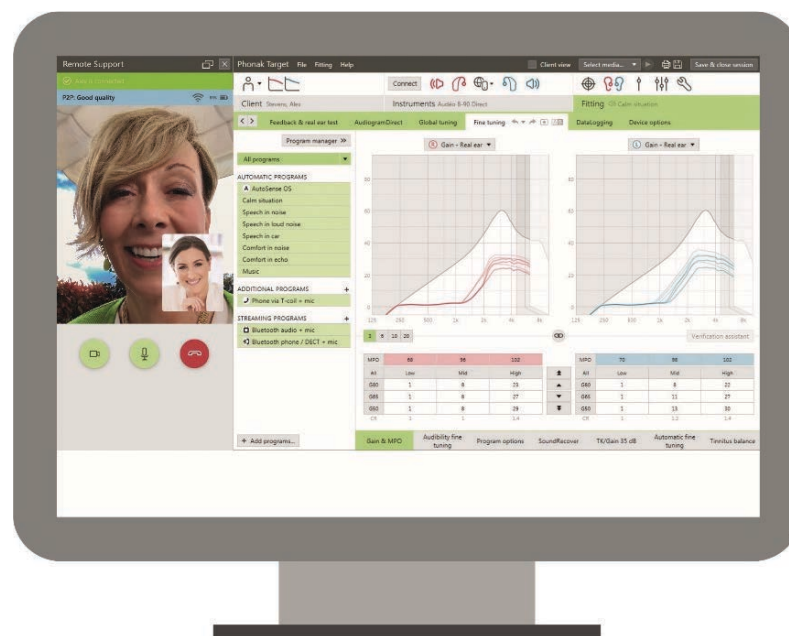
Fitting computer with
Phonak Target installed



Video camera and a microphone



Stable internet connection without
firewall interruption

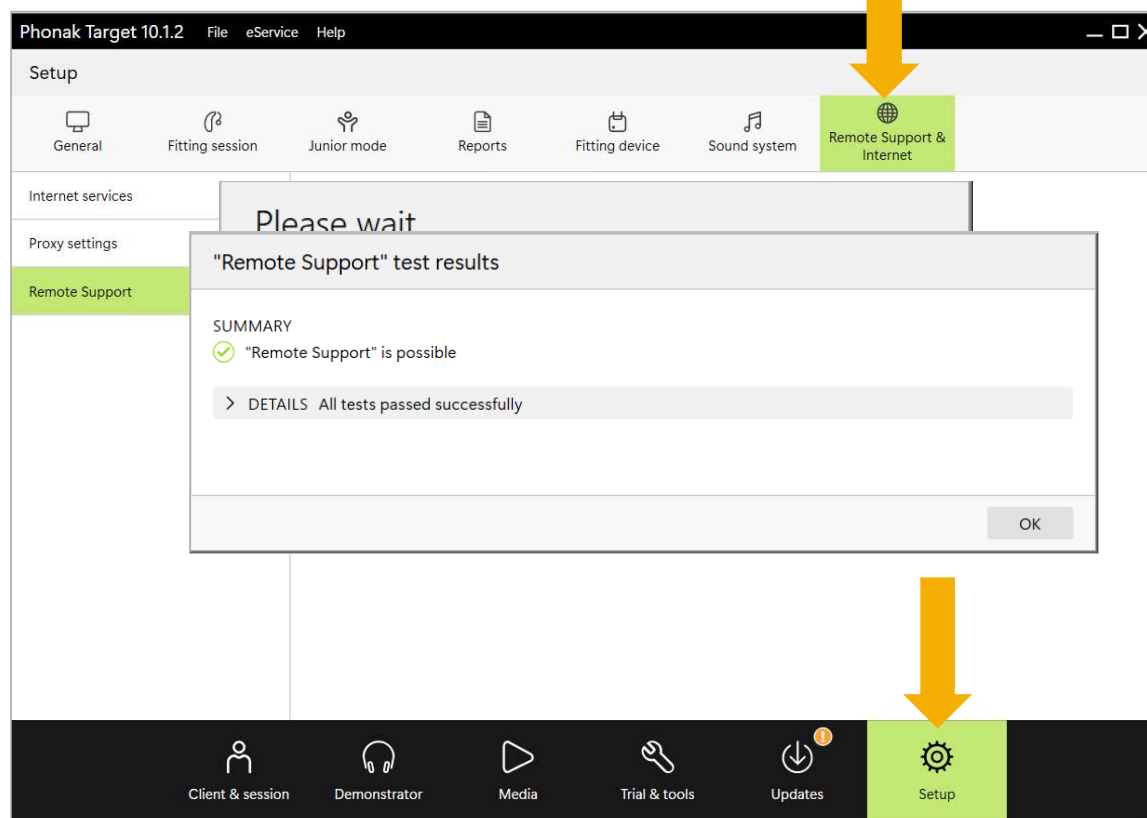


System check

1. Open Target and select: Setup, Internet, Remote Support Connection test.
2. If any issues are detected, the category in the DETAILS section will be highlighted in red.

Please contact Phonak **Software Support** so we can help resolve any issues.

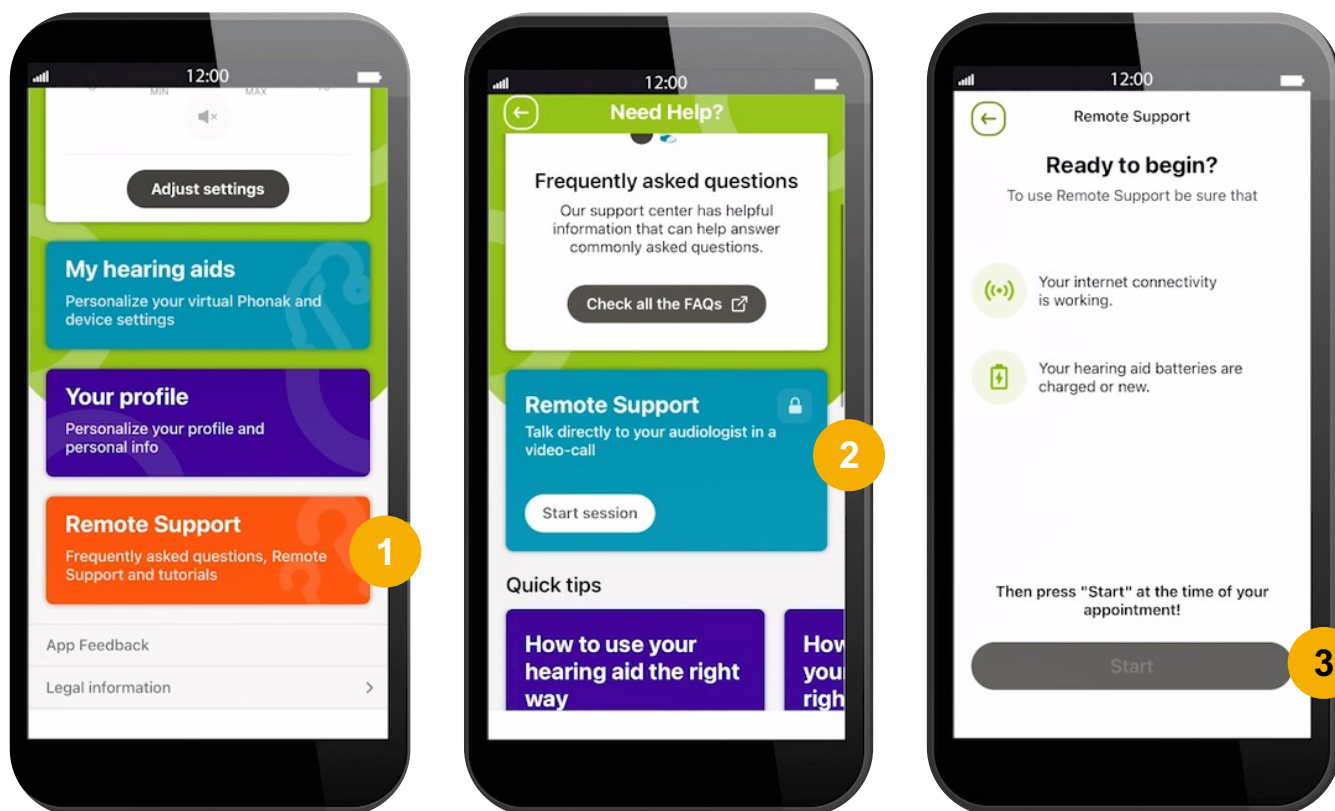
1-800-777-7333,
option 2, option 5.





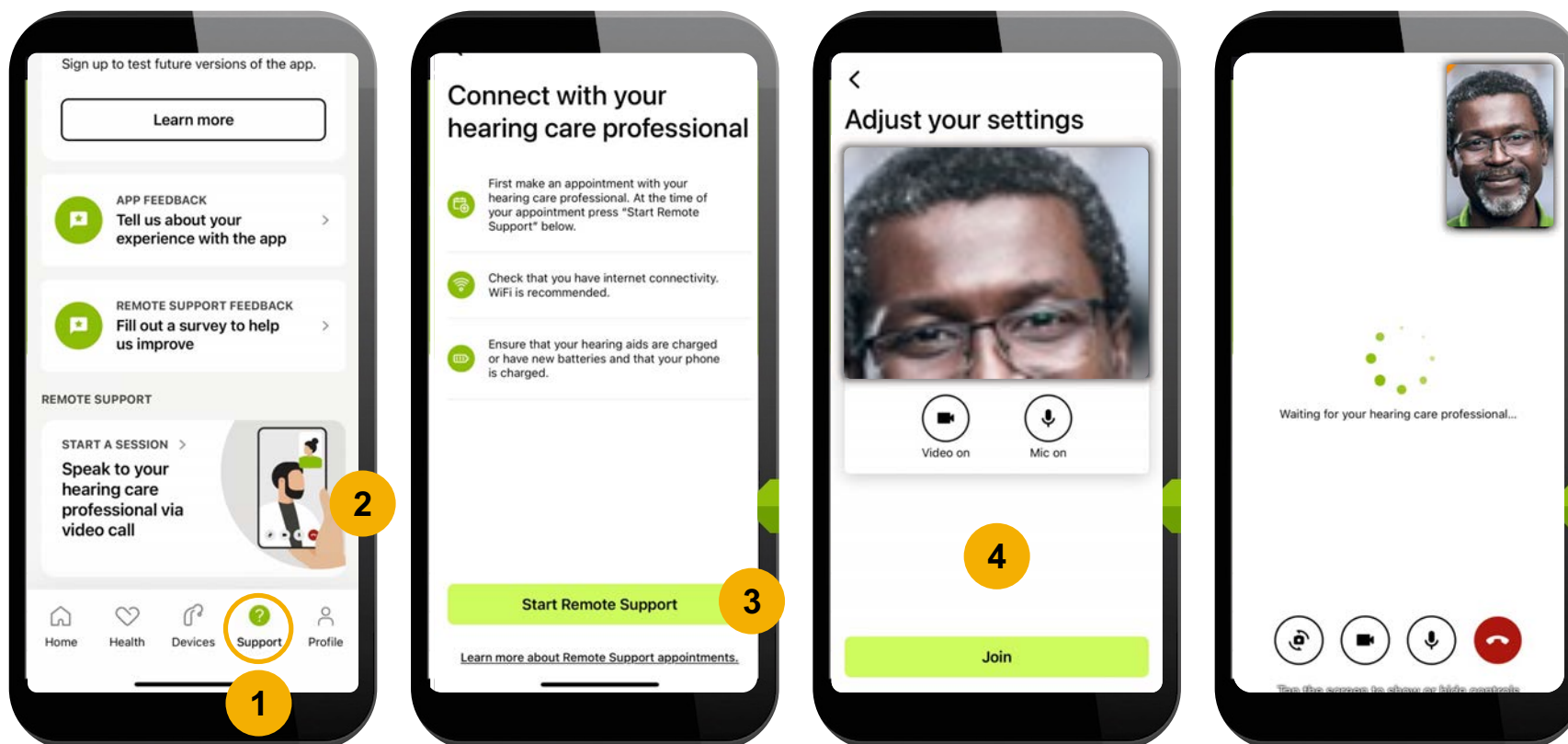
With integrated
audio/video

myPhonak Junior Steps



Remember:
Audio is through
phone's speaker
(not streaming)
during remote
session

myPhonak Steps



Phonak Target 10.1.2 File eService Help

Client & session

Test, Patient

Noah audiogram

5/16/2025

5/16/2025

Fitting session 5/21/2025 8:58 AM

5/16/2025

5/16/2025

Audéo I90-Sphere
SN: 2425H05U0

Audéo I90-Sphere
SN: 2425H05U1

Check warranty

Remote Support

☒ Paired to phone
 ☐ with audio/video
 ☐ without audio/video

Open fitting session Reports...

Client & session Demonstrator Media Trial & tools Updates Setup

1

Phonak Target 10.1.2 File eService Help

Client & session

Test, Patient

Noah audiogram

Remote Support

Paired to phone with audio/video without audio/video

Fitting session 5/21/2025 8:58 AM

Audéo I90-Sphere SN: 2425H05U0

Audéo I90-Sphere SN: 2425H05U1

Check warranty

Open fitting session Reports...

Client & session Demonstrator Media Trial & tools Updates Setup

3

PHONAK
life is on

Remote Support Phonak Target 9.0.1 File Fitting eService Client view Select media... Save & close

Audio Lumity is connected P2P: Good quality WIFI 78%

Client Test, Patient Instruments Audéo L90-R Fitting Calm situation

Hearing aids Acoustic parameters Details Accessories

Ⓡ Audéo L90-R (M) SN: 2222H04EX Ⓛ Audéo L90-R (M) SN: 2222H04EW



Acoustic code XXXXXX XXXXXX

Earpiece Vented dome Vented dome

Dome size Small Small

Receiver / AV M M Check Check

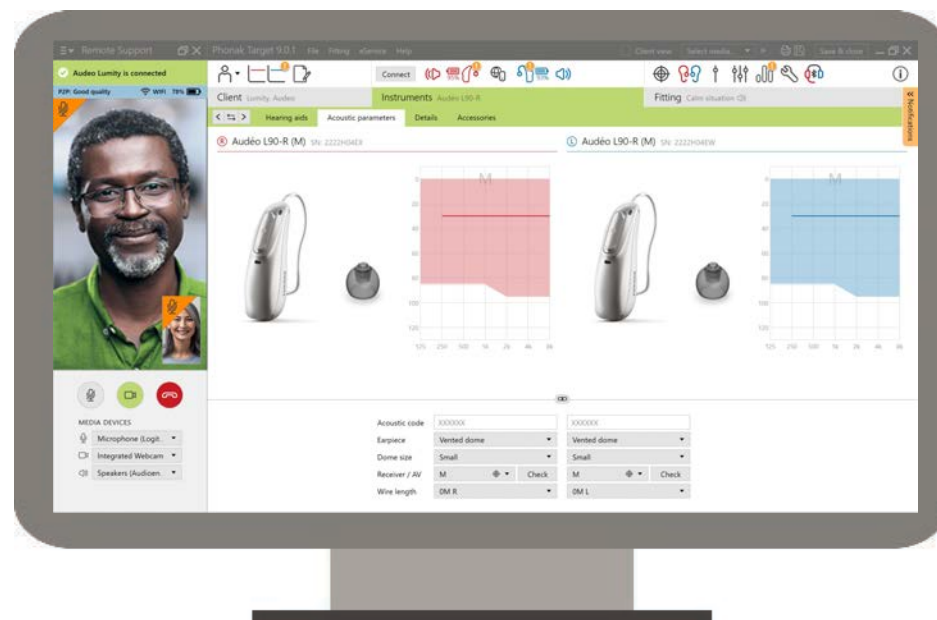
Wire length 0M R 0M L

MEDIA DEVICES

- Microphone (Logit...)
- Integrated Webcam
- Speakers (Audioen...)

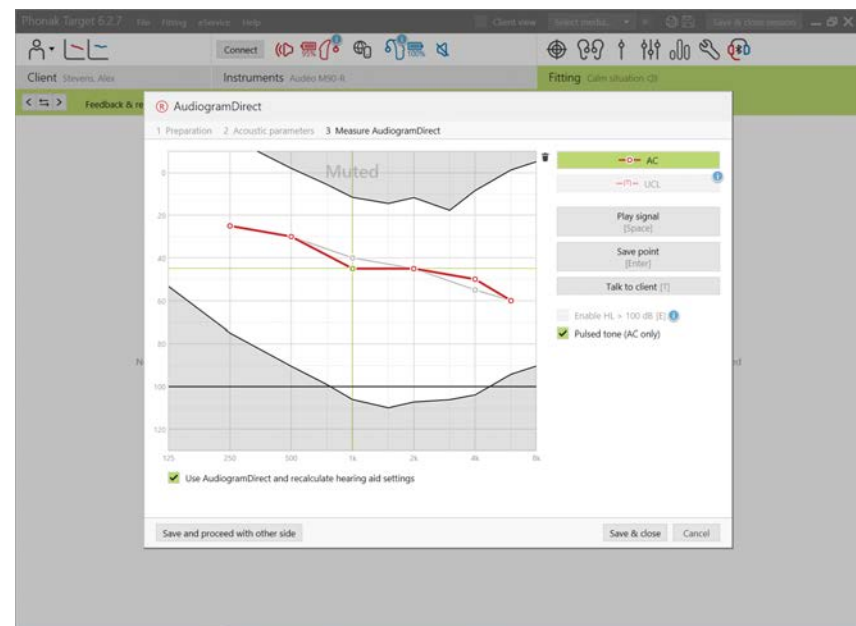
Flexibility to meet patient needs

- Datalogging
- Gain changes
- Manage programs
- Program Options
- Tinnitus Balance
- Button options
- AudiogramDirect



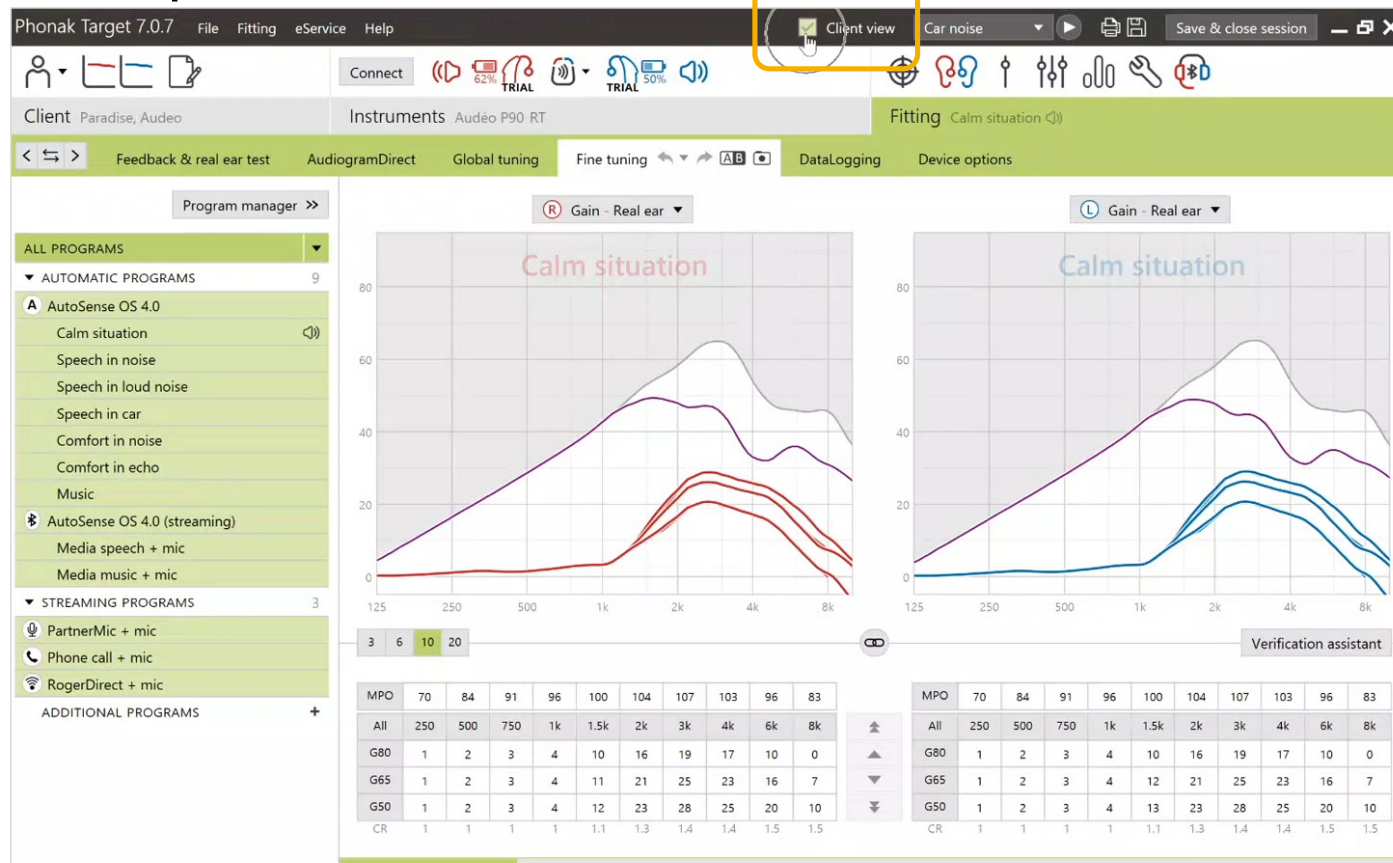
AudiogramDirect for Remote Support

- In-situ hearing test within Phonak Target
- Audiologists can perform hearing test via patient's hearing aids
- Takes into account:
 - Hearing aid type
 - Hearing aid insertion depth
 - Acoustic coupling and seal in the ear
 - Effects of venting
 - Receiver power



AudiogramDirect is not intended to replace full face-to-face audiological assessments.

Client View provides multifunctional uses



Remote Support considerations

Full functionality and scope of programming adjustments are available during remote sessions with the exception of:



Firmware updates*



Feedback test



Restricted MPO



UCL testing in AudiogramDirect

- Settings will always be read out of the aids on connection.
- In the event of disconnection, aids will revert to their settings before the session started.

*starting with myPhonak 7.1 some updates can be completed through the app

Remote Support

Audeo Lumity is connected

P2P: Good quality

WIFI 78%

MEDIA DEVICES

Microphone (Logit...

Integrated Webcam

Speakers (Audioen...

Phonak Target 10.1.2

File eService Help

Client & session

Peds Klang

Noah audiogram

5/16/2025

5/16/2025

Remote Support

Paired to phone

with audio/video

without audio/video

Fitting session 5/21/2025 8:58 AM

5/16/2025

5/16/2025

Audéo I90-Sphere
SN: 2425H05U0

Check warranty

Audéo I90-Sphere
SN: 2425H05U1

Open fitting session

Reports...

Client & session

Demonstrator

Media

Trial & tools

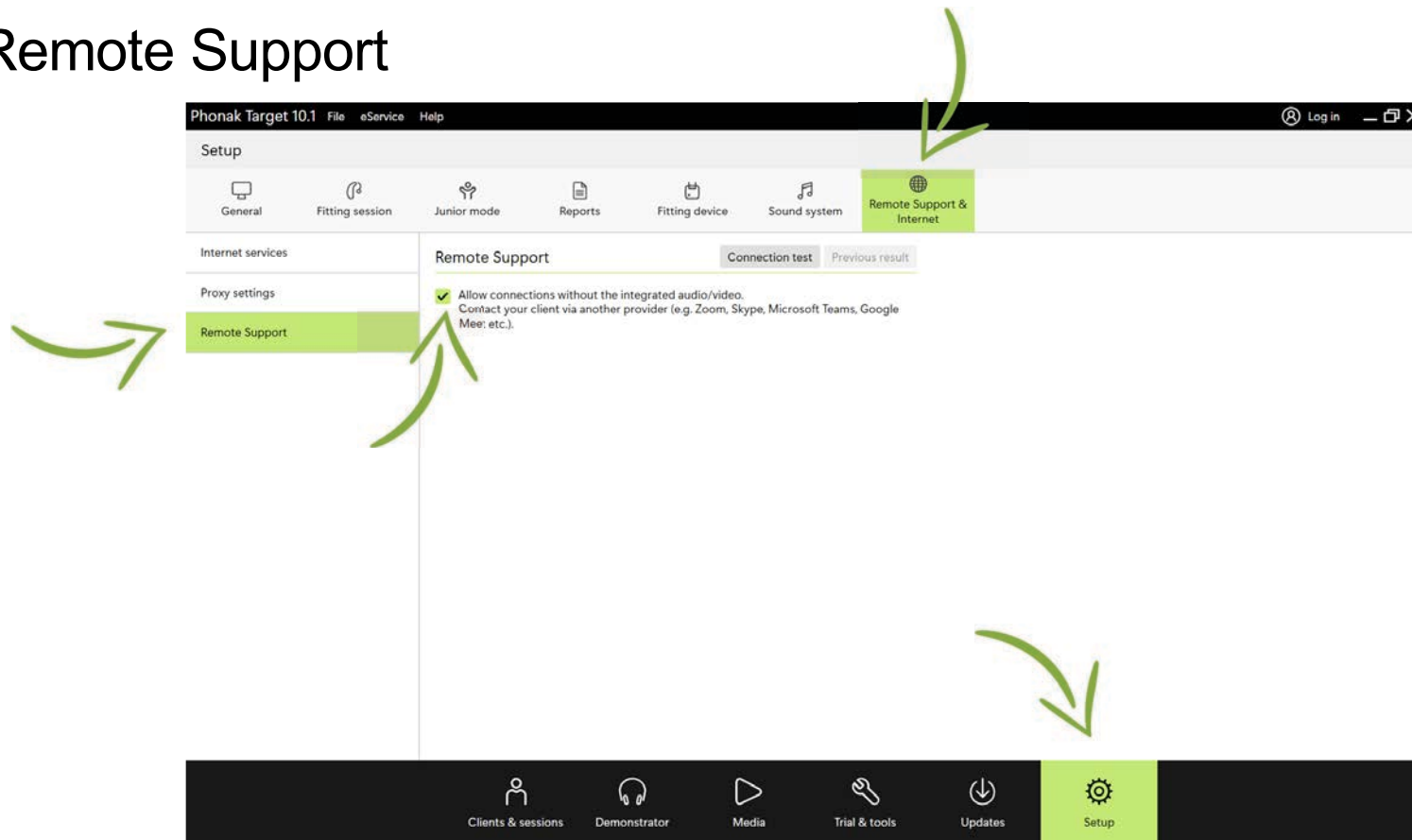
Updates

Setup



Without
integrated
audio/video

Remote Support



Remote Support

Remote Support without audio/video is **only** supported by myPhonak 7.1 and newer

Target 10.1 + myPhonak 7.0

Remote Support

✓ Paired to phone

Session 1 2/6/2025 7:37 AM

 **Not supported by the mobile app**

The currently installed version on your client's mobile app does not support this feature.
The corresponding version will be available in spring 2025.

 **General information**

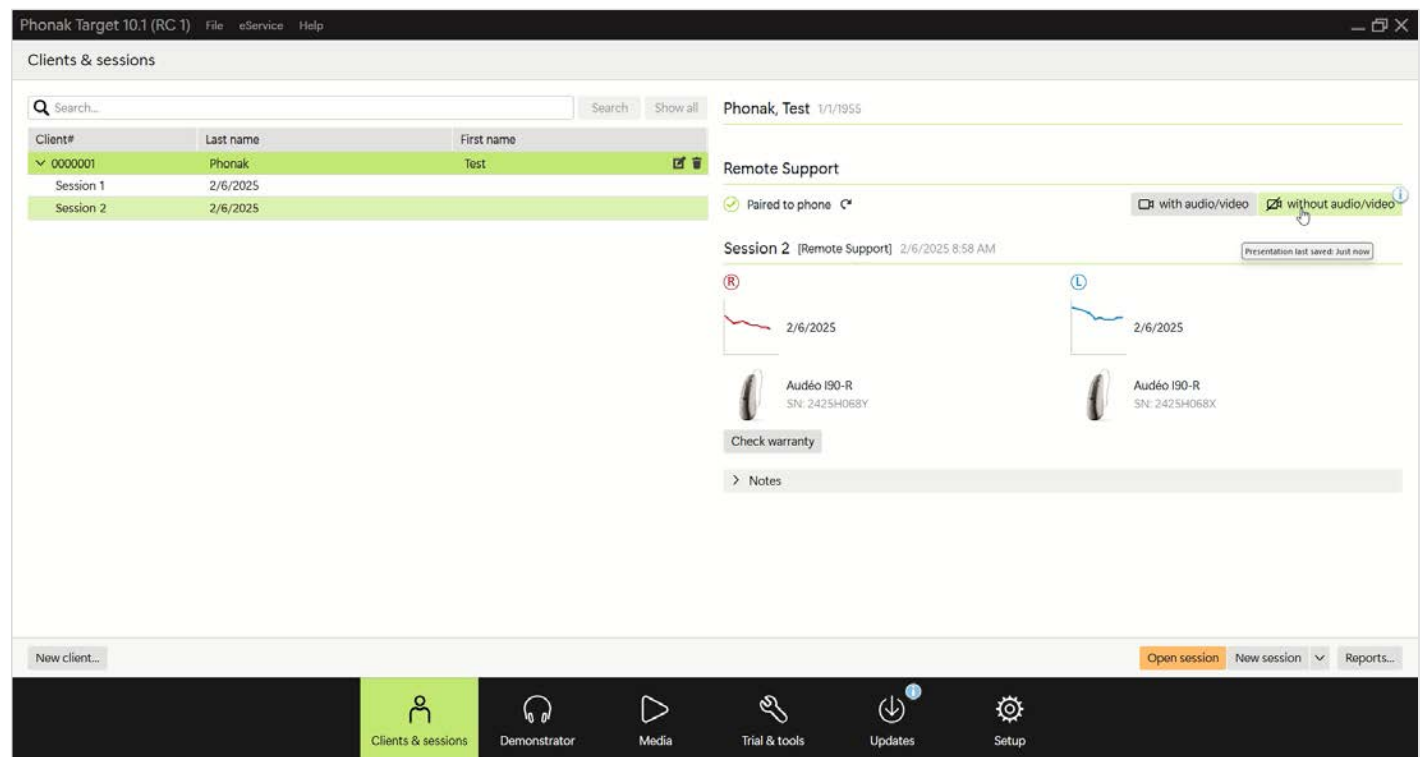
Start a connection without audio/video if you prefer to contact your client via another provider (e.g. Zoom, Skype, Microsoft Teams, Google Meet etc.).

myPhonak 7.1
April 2025

Remote Support

HCP software

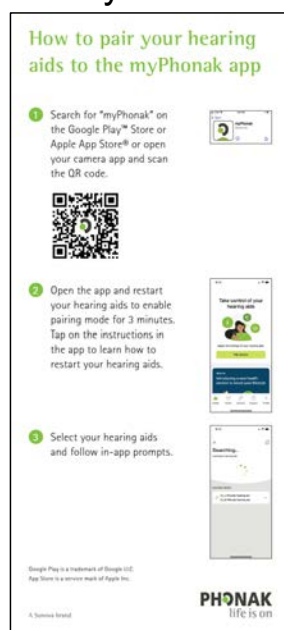
Patient phone



Printed Remote Support Resources

Remote Support tear off
myPhonak: 028-6651-03
myPhonak Junior: 028-6652-03

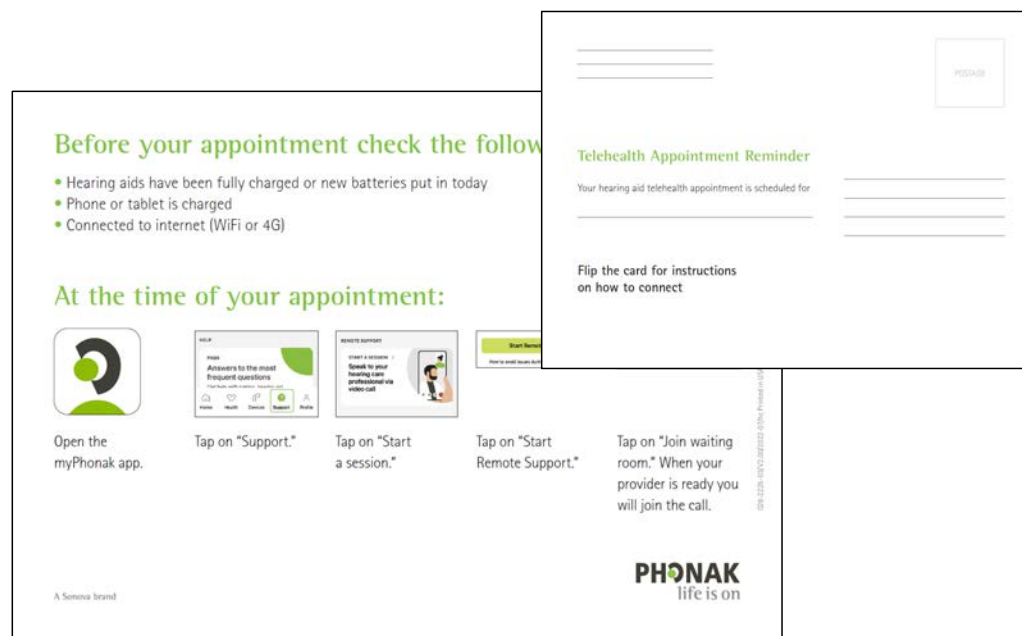
Remote Support Appointment Post Card
Part number: 028-2225-03



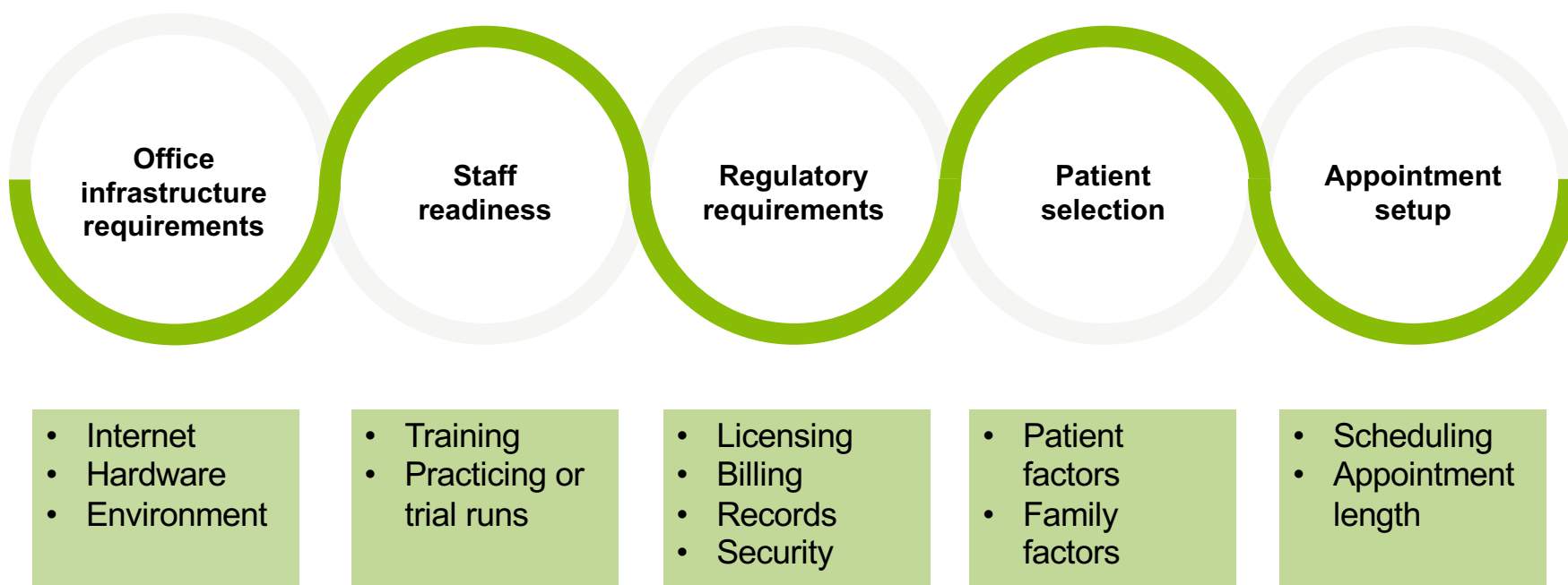
Front



Back



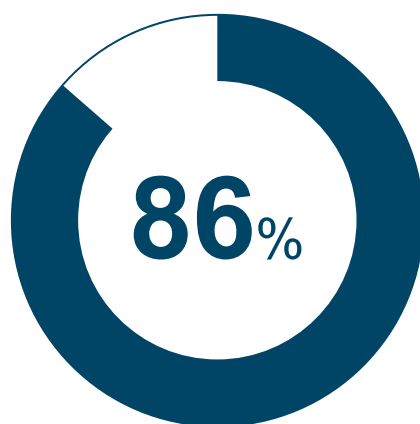
Top things to consider to set up eAudiology in your clinic



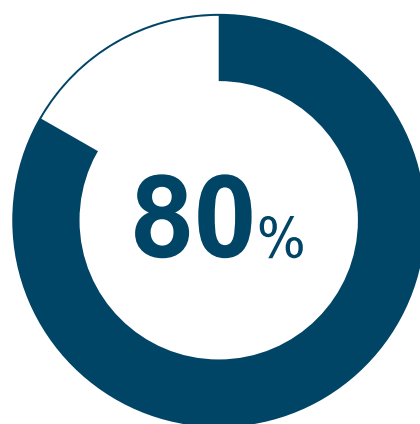


Provider benefits.

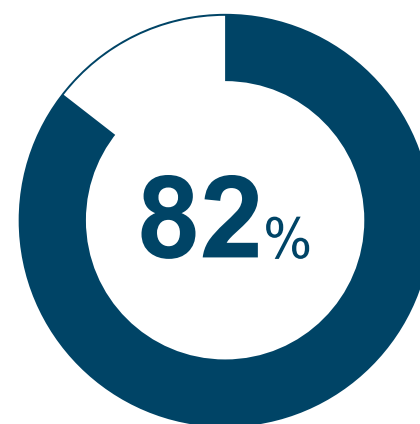
Personal experience overcomes initial hesitance



Tele sessions with
stable
connection



Tele sessions as
efficient as
face-to-face



Tele sessions
satisfied with
outcome

The value of adding eSolutions according to providers

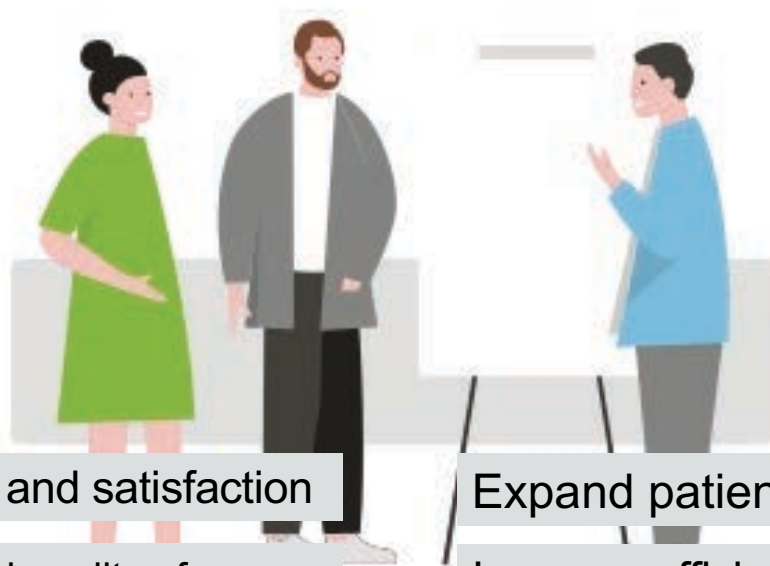
“I can meet the needs of my clients equally whether it is through a remote support session or in a face-to-face encounter.”

“I find my clients to be more satisfied when utilizing Remote Support as it offers convenience for them.”

“Offering eSolutions allows us to fit a wider range of clients who live further away from the office, have commuting difficulties or mobility issues.”



Offering eSolutions makes your business stronger



Maintain client trust and satisfaction

Improve access to and quality of care

Differentiate your practice

Expand patient reach

Increase efficiencies and workflow

Elevate value

 eSolutions make the most of clinic time

(music)



PHONAK
life is on

What is your key takeaway?

For additional information, please reach out to your
Phonak representative.



Together,
we change lives ●

References

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- Visram, Anisa Sadru^{1,2}; Roughley, Amber Jemima; Hudson, Caroline Louise; Purdy, Suzanne Carolyn; Munro, Kevin James, Longitudinal Changes in Hearing Aid Use and Hearing Aid Management Challenges in Infants, *Ear and Hearing*: July/August 2021 - Volume 42 - Issue 4 - p 961-972.
- World Health Organization. World Report on Hearing. (2021). Available online at: <https://www.who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/highlighting-priorities-for-ear-and-hearing-care> (accessed November 20, 2021).