



Take Clinic Efficiency to the Next Level with MED-EL's Remote Care

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Learning Objectives:

1. After this course, participants will be able to List the steps for enrolling a patient in the remote fitting option for MED-EL
2. After this course, participants will be able to describe at least two clinical efficiency benefits of implementing Remote Care
3. After this course, participants will be able to outline the candidate populations that may be a best fit for Remote Care programming.



New Integrated Features in MAESTRO

Remote Care + Hear Care

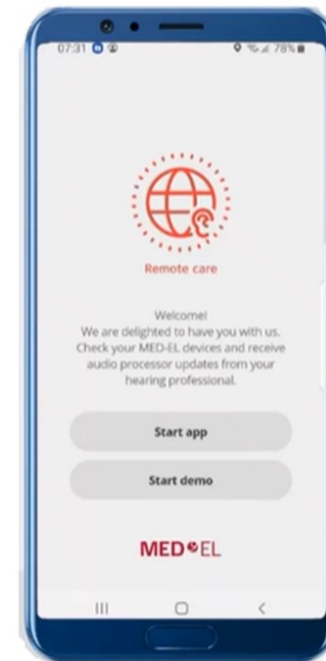
- Remote Care can be enabled at any time by a clinic
- The HearCare App can be downloaded at any time by a patient using SONNET 2, SONNET 3 or RONDO 3 processors
- Asynchronous or synchronous options

Remote Care

MAESTRO and HearCare Recipient App

HearCare App as a standalone

- Patients can:
 - Do a system check
 - Backup their configuration in the cloud, load to an empty processor
 - SONNET 2, SONNET 3 & RONDO 3
 - Access the Guardian Function



Remote Care

MAESTRO and HearCare App

HearCare App as a standalone

- Patients can:
 - Do a system check of implant and processor at any time
 - Backup their configuration in the cloud, load to an empty processor
 - Access the Guardian Function

HearCare App + MAESTRO

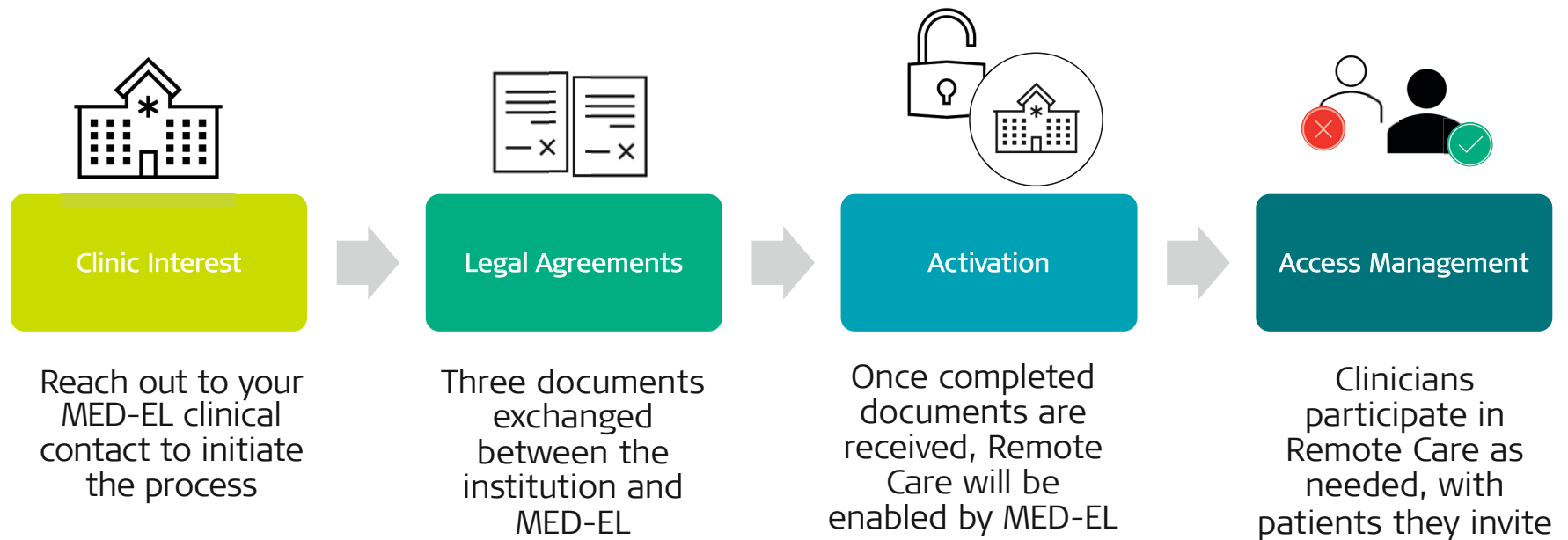
- Clinics can:
 - Retrieve complete data from patient's system checks
 - Adapt or create new configurations to send to patient via app
 - Step out of the audio processor replacement process
 - SONNET 2, SONNET 3 & RONDO 3

HearCare and Remote Care are not compatible with COMBI 40+ implants

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Enabling Remote Care

Overview



Remote Care Activation

MAESTRO 11

When Remote Care has been activated for your clinic:

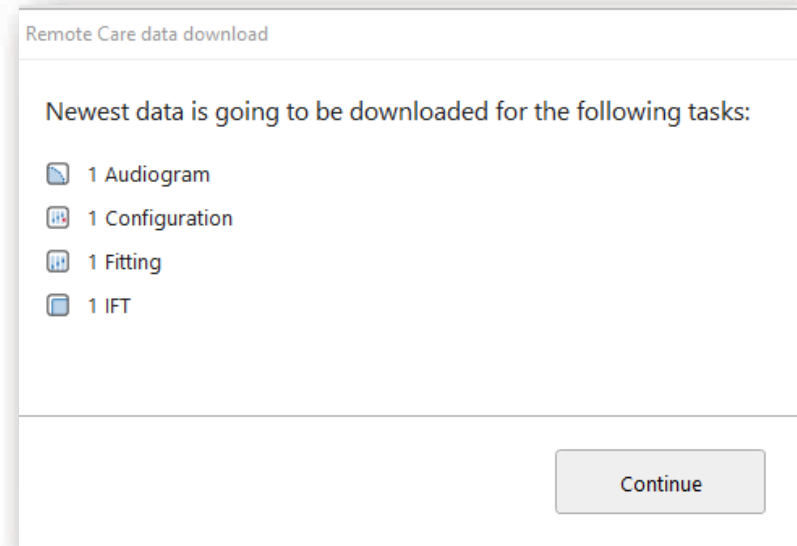
1. Your MED-EL representative communicates that Remote Care enablement is complete
2. The audiologist then enables Remote Care within MAESTRO 11, under 'Users' Tab
Select 'Enable'
You will need to log in to your MyMED-EL account.
3. When your account has been enabled, it will be noted here

The screenshot displays the user profile for Barbara Foster in the MAESTRO 11 system. The profile includes fields for Username (bfoster), First name (Barbara), Last name (Foster), and Phone number (+19193143005). A red box highlights the 'Remote Care' status, which is 'enabled' with a green checkmark, and a 'Disable' button. Below this, it states 'Administrative rights are enabled.' An overlay window titled 'myMED-EL login' is visible, showing the MyMED-EL logo, a language dropdown set to 'English', the email address Barbara.Foster@medel.com, and a red 'Log in' button.

Remote Care Sessions

Key considerations

1. Any parameters that can be programmed in an in-person session can be programmed in a Remote Care session
2. Any configuration created in Remote Care sessions will be stored in the MAESTRO database and can be used during routine in-person sessions
3. When you start a Remote Care session, you will automatically be notified about new data available to download
4. Imported data is available under Task Data with a cloud icon displayed under location



MAESTRO 11

Remote Care Questionnaire

Palazzo, Enrico 09.05.1983 (41 years)

Right ear

Configuration: 12.02.2025 15:08

IFT: 12.02.2025 15:08



SONNET 3 Me1710 (1203) CFG (1) (12.02.2025 15:08)



Map (1) (12.02.2025 15:08)

FS4 Vol. 75 %



M Additional Remote Care data

SONNET 3 Me1710 (1203) Right ear

Questionnaire 10 answers (11.02.2025 16:38)

Has your hearing changed lately?
Yes

Do you currently experience any physical issues related to your hearing?
Other
Minor headache.

Do you have any issue related to your hearing or your MED-EL hearing device?
No

Do you have any issues related to hearing performance with your audio processor configuration?
No

Do you have any other issue?
Yes

How does the issue impact your daily life? (1 to 5)

Close

Remote Care Sessions

Start Remote Care session & download data from cloud

The screenshot displays the 'Remote Care Sessions' software interface. At the top is a menu bar with options: Data, New, Edit, View, Tools, Settings, Remote Care, and Help. Below the menu is a toolbar with icons for file operations and a 'Patients' tab. A search bar labeled 'Search patients' is present, along with a '+ Add' button. A 'Training mode' toggle is in the top right.

The main content area is divided into three sections:

- Patient List:** A table with columns 'Name', 'Side', and 'Birth date'. It lists four patients: Angel, Charlie (Side: Right, Birth date: 6/12/1984); Garrett, Kellie (Side: Left, Birth date: 5/1/1970); Malfoy, Draco (Side: Right, Birth date: 12/10/2014); and Test, Test (Side: Right, Birth date: 10/10/2010).
- Patient Details:** A section for 'Angel, Charlie' (6/12/1984, 40 years). It includes buttons for 'Postoperative Start session' and 'Remote Care Start session'. The details are split into two panels:
 - Right ear:** Implants on 12/5/2024. Details include: Implant: Mi12xx Series (1328549, 12/5/2024), FLEXsoft; Processor: SONNET 3 Me1710 (4267, 12/19/2024), DL-Coil, Unknown magnet, FineTuner Echo, AudioKey; Medical information: EAS off, Etiology unknown.
 - Left ear:** A panel with a '+ Add' button and a 'Remote Care Start session' button.
- Sessions:** A timeline view from 1/22/2025 to 2/6/2025. It shows a timeline with a marker for '2/6/2025 2:19 PM Remote Care - bfoster'. Below the timeline, a list of sessions is shown: IFT (3), CFG (1), Map (1), and Audiogram (1).

The bottom right corner of the interface shows the text 'I-EL'.

Upload a Configuration to the Cloud

Angel, Charlie 6/12/1984 (40 years) Training mode Close session

Right ear

Configuration: 4/7/2025 10:36 AM

Audiogram: 4/7/2025 10:36 AM

IFT: 4/7/2025 10:36 AM

1 2 3 4 5 6 7 8 9 10 11 12

✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

SONNET 3 Me1710 (4267) CFG (1) (4/7/2025 10:36 AM)

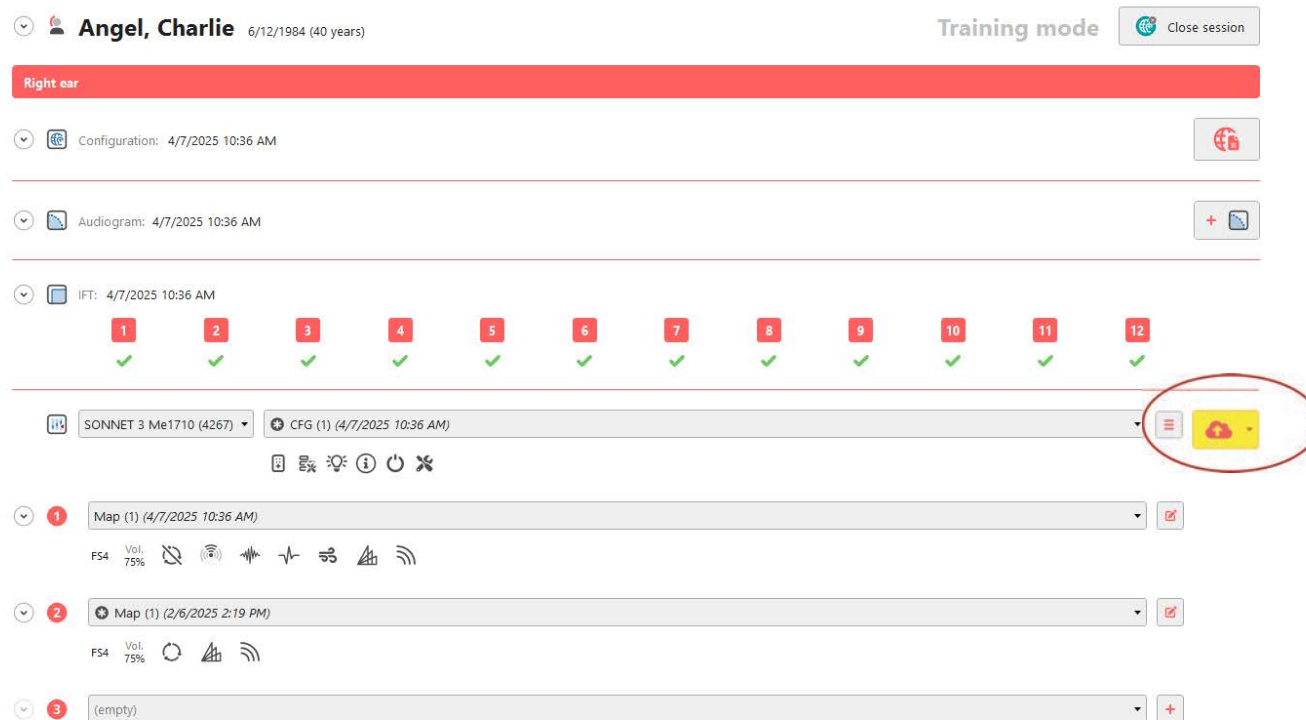
Map (1) (4/7/2025 10:36 AM)

FS4 Vol: 75%

Map (1) (2/6/2025 2:19 PM)

FS4 Vol: 75%

(empty)





HearCare App

Convenient Care. Anytime. Anywhere.

HearCare App

Features

Independent system check

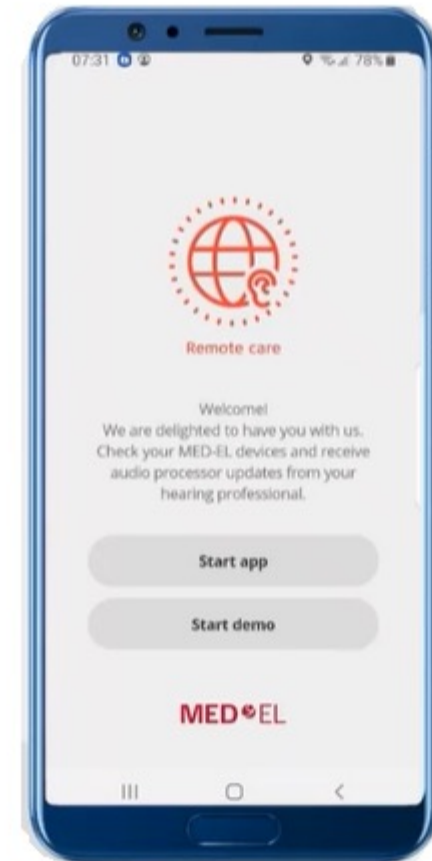
- Full telemetry check
- Full audio processor check
- Identical to the testing done in the clinic

Configuration backup and installation

- Patient can independently load an empty audio processor*
- Audio processor backup includes maps, telemetry, datalogging, front-end settings, etc.

Tips for Device Troubleshooting

*SONNET 2, SONNET 3 and RONDO 3

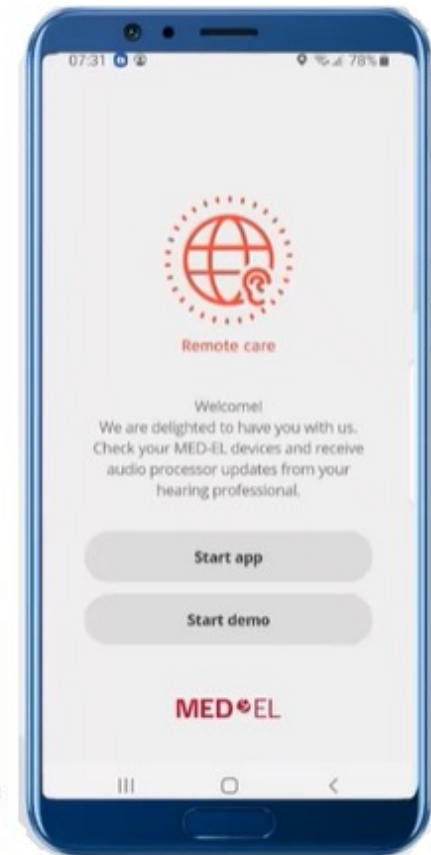


What Does the Recipient Need?

- An Android (v 8 or newer) or iOS (v13 or newer) smartphone
- Bluetooth 4.2 or higher
- 200 mg free storage space
- Internet/Mobile data connection
- An active myMEDEL account

Implants: All implants for the last 20+ years (except COMBI 40+)

Audio Processors: SONNET 3, SONNET 3 EAS, SONNET 2, SONNET 2 EAS, RONDO 3



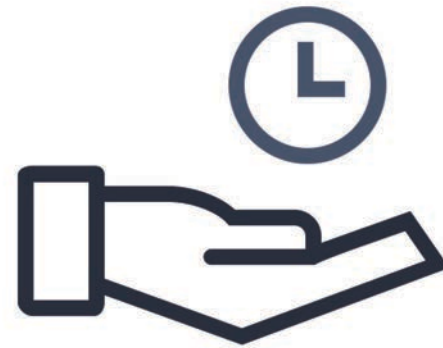
Ariel Brownlee, Au.D.



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Reasons we were interested in Remote Care

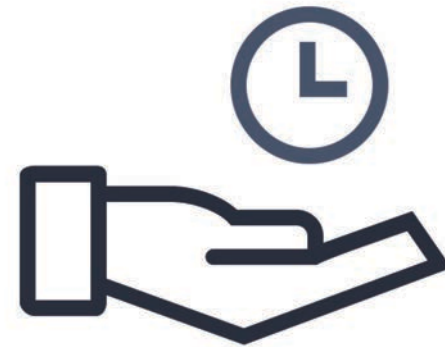
- ❖ Convenience for patients and audiologists
 - Remote care eliminates travel frustrations for patients and caregivers (i.e. parking lots, traffic, taking time off from work or school, enjoying retirement or other leisure activities)
 - Remote care opens the opportunity for audiologists to work from home



Reasons we were interested in Remote Care

❖ Help more patients

- Remote care appointments can be completed in a shorter amount of time compared to in-person appointments
- This opens up earlier spots on our schedules so we can get patients in sooner for their appointments



How did we get started?

❖ Train patients

- Download HearCare app and instruct patient how to participate in remote care

❖ Train schedulers

- Created flow chart to help schedulers determine when an appointment should be scheduled as in-person vs RemoteCare
- EPIC: using blue sticky notes to indicate patient eligibility for remote care



How did we get started?

- ❖ Adjusted cochlear implant protocol
 - 1-month appointments following CI activations were changed to remote care appointments
 - If stable, annual visits can be remote
 - Return for in-person visits every 2 years



Considerations

- ❖ Can we get reimbursed for remote care?
 - Needs to be synchronous to get reimbursed
 - We perform telehealth while utilizing remote care through MAESTRO 11 and the HearCare app to make the appointment synchronous
 - Modifier -95 is used for remote care appointments
 - Reimbursement is comparable to in-person cochlear implant checks



Considerations

- ❖ Who will we offer remote care to?
 - EVERYONE!
 - We do not make assumptions based on age or geographic location when considering who may be a good candidate for remote care



Factors influencing enrollment

(i.e., How we choose who may benefit/be interested in this service)

- ❖ Offered to every patient except for complex cases (e.g., history of facial nerve stimulation)
 - Patient schedules 1-on-1 with MED-EL to become oriented to HearCare app and create MyMED-EL account
 - Practice remote care session in office
 - Patients that cannot be enrolled would have no access to internet



Creating Our Clinical Protocol

- ❖ Trained schedulers

- Created a flowchart to assist schedulers in determining when an in-person or virtual appointment is appropriate

- ❖ New CI recipients scheduled for remote care for their 1-month visit

- This requires patients to have their MyMED-EL account set up, app(s) downloaded, and processor(s) paired to the HearCare app



Creating Our Clinical Protocol

- ❖ Telehealth access through EPIC and Doximity to ensure remote care is synchronous
 - Audiologists need security clearance to perform telehealth visits
- ❖ Wednesdays templated for work from home
 - 30 min appointment slots designated for telehealth only



Success Stories

- ❖ 67-year-old woman, bilateral sensorineural hearing loss, newly activated with left CI, currently uses RONDO 3 processor
 - Full time caregiver of her sister who is immobile
 - Extremely hesitant to try anything related to Bluetooth
 - Lives over 2 hours away from the office



Success Stories

- ❖ 60-year-old male, SSD, activated with right CI for 1+ year, currently uses SONNET 2 processor
 - Computer scientist and works full time
 - Difficulty taking time off work
 - Good sound quality in office, but typically wants adjustments within 2 weeks of the initial appointment



Resources

(Available in English & Spanish)

- Quick Guides
- Compatibility Charts
- YouTube videos
- MED-EL Mondays or 1:1 Appointments
- Audiology Technical Support



Patient-centered Remote Care.
Anytime. In Less Time.

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medel.com

