

Webinar FAQs

Bridging the Gap with
TeleHear

Keeley Layfield, Au.D.

How to Ask a Question

Click Q & A, type your question, and Send

Where to get the handout

A PDF handout for this presentation may be accessed through your Pending Courses on Audiology Online or by clicking on the link in Chat within the classroom

How to earn CEUs

CEUs are available with a paid Audiology Online Unlimited CEU Access membership

After completing the course, go to your Pending Courses on Audiology Online and pass the multiple-choice exam

Assistance or Tech Support

Call 800-753-2160

customerexperience@continued.com

Use the Q&A window



Risks and 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.

Learning Outcomes

1

Explain how to invite a patient to Telehear

2

Discuss how to register for Telehear

3

Identify how a patient can access Telehear through My Starkey



Bridging the Gap with TeleHear

Keeley Layfield, Au.D.

Education and Training Audiologist





Patient Connectivity

60+ are Avid Users of Technology

MATURE PATIENTS ARE NOT AFRAID OF TECHNOLOGY

87%

74%

50%

60-64

65-79

80+

**Shares of Seniors
Using a Smartphone**

68%

46%

19%

60-64

65-79

80+

**Shares of Seniors
Searching for Care Online**

49%

41%

29%

60-64

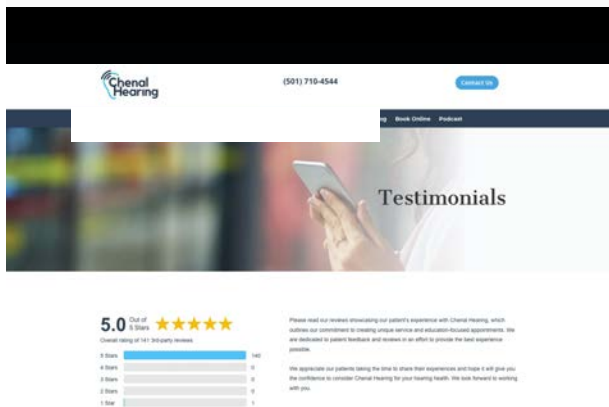
65-79

80+

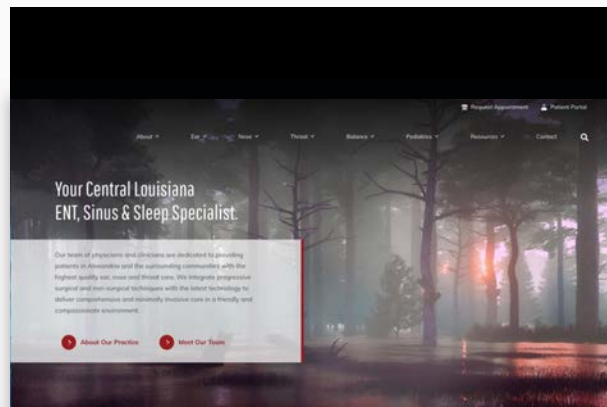
**Shares of Online Seniors
Buying Regularly Online**

CONSIDER

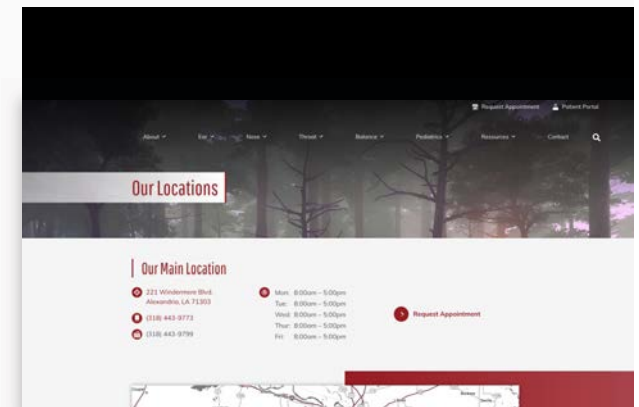
Website Management



Keep your website up to date
Have your reviews accessible



Link to other forms of
social media
Link to a patient portal
Highlighting your option
of telehealth



Your contact information should
be easy to find
Office locations, Phone Number,
Online scheduling

...and are Prolific on Social Media

91%

of Boomers use one or more social media sites

Facebook is by far the most popular social network

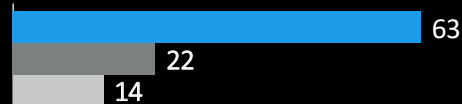
Boomers as a whole represent the fastest growing demographic among social media users

FREQUENCY OF SOCIAL MEDIA SITE USE

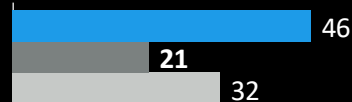
% of social media site users who use a particular site with the following frequencies



Facebook



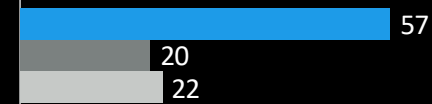
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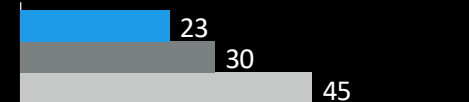
LinkedIn



Instagram



Pinterest

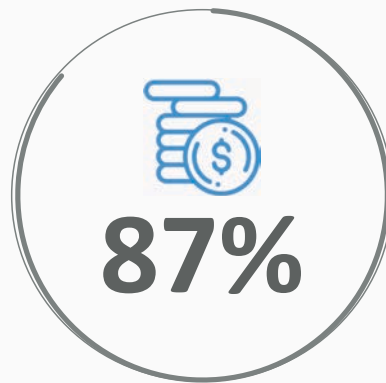


Daily Weekly Less Often

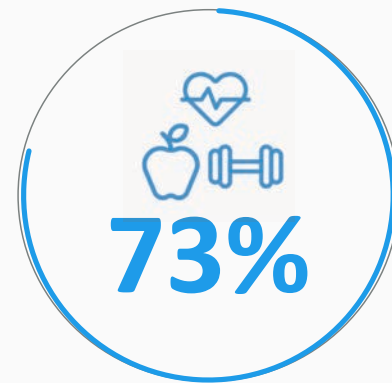
Why Our Patients Turn to Digital



Staying in
touch with
friends and family



Organizing their
finances



Improving health
and wellness

Google/Known, U.S., Digital Seniors, n=4,415 A55+, 2020.



Digital Workflow

Treating patients beyond the office

“Virtual care is now a fundamental part of the U.S. healthcare system, and it will improve patient access to high quality care and strengthen continuity of care well beyond the COVID-19 pandemic.”

—— American Telemedicine Association ——

Need for Teleaudiology



1 in 5 people
have some degree of hearing loss



1 in 3 people
need access to hearing healthcare



Unaddressed hearing loss costs
\$980+ Billion annually



80% live in
Low/middle income nations

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).

TeleHealth Statistics

Used by 13% to 17% of American patients in 2021

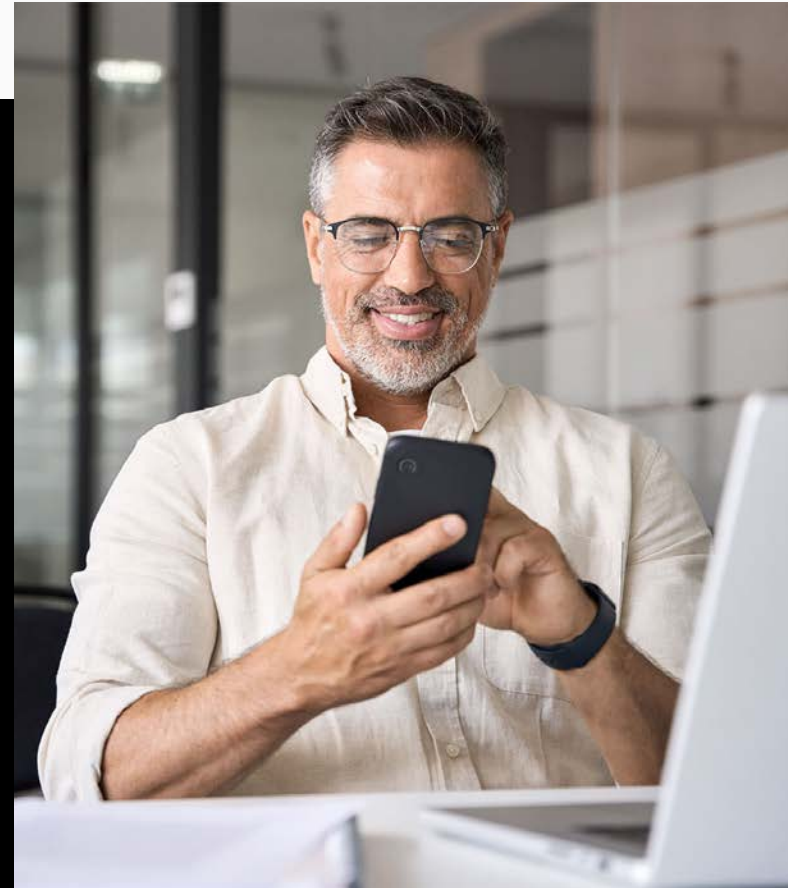
Use of virtual care is 38 times higher than before the COVID-19 pandemic

Use of telemedicine increases with age
29.4% between 18 and 29 years of age
43.3% those 65 and above

91% of people claim telemedicine can help them keep up with their health care

24% said they would do specialist visits over telehealth applications

<https://www.crossrivertherapy.com/research/telehealth-statistics#:~:text=Top%2010%20Telehealth%20Statistics%2037%25%20of%20people%20over,38%20times%20higher%20than%20before%20the%20COVID%2019%20pandemic.>



Teleaudiology Benefits



**Virtual office
appointments**



**Build into
clinic schedule**



**One time setup
for both you and
your patient**

Types of Remote Programming

Synchronous

Real-time communication and action

Happening now

Real time changes made

 Start Live Session

Examples

Facetime | Phone call

Asynchronous

Sometimes called store-and-forward

Not in real-time;
communication
and action at your discretion

Examples

Facebook | Text messages

Generative AI

Patient interactions with a generative AI technology

Real time changes made based on patient input

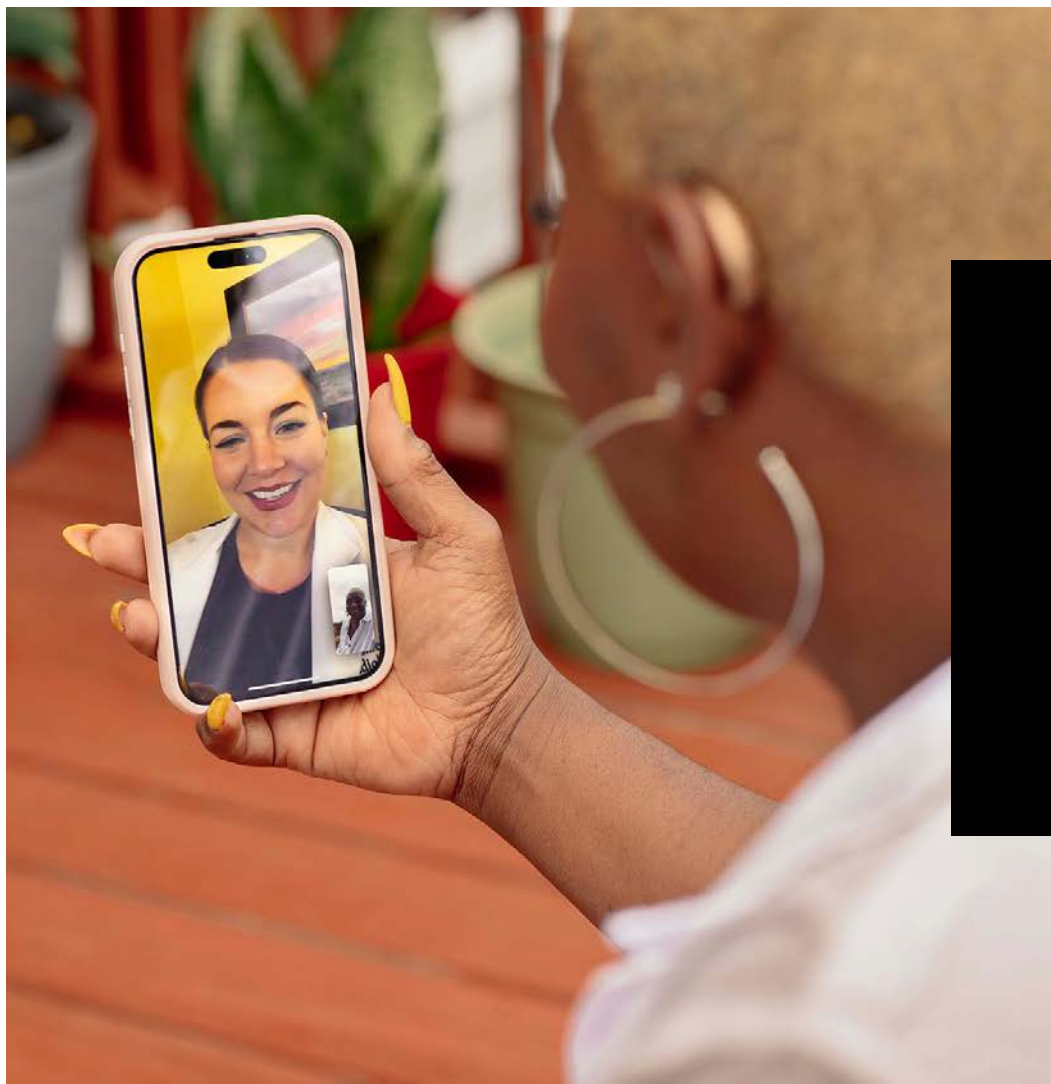
24/7 access and support

Examples

ChatGPT | Microsoft Copilot

TELEHEAR GOAL

Improve patient outcomes
by providing a higher level of care



TeleHearTM

**Web-based remote
hearing aid programming**



System Requirements and Setup

Patient System Requirements

2.4 GHz Omega AI hearing aids

My Starkey App on a supported smart device
iOS and Android compatible

Internet connection - wifi or cellular



Professional System Requirements

Pro Fit with NOAH or PatientBase

Internet connection

Google Chrome or Microsoft Omega
Internet browser

Webcam and
Headset/Microphone/Speakers

TeleHear[™] Setup with Omega AI

1

**Register
the Practice**

2

**Invite
the Patient
to Use TeleHear**

3

**Create Secure
Connection
with Professional**

1

Registering the Practice

A

**Establish Log-In
Credentials**

B

**Set Up
Practice Details**

C

**Invite Additional
Providers if
Necessary**

D

**Establish Additional
Practice Locations if
Necessary**

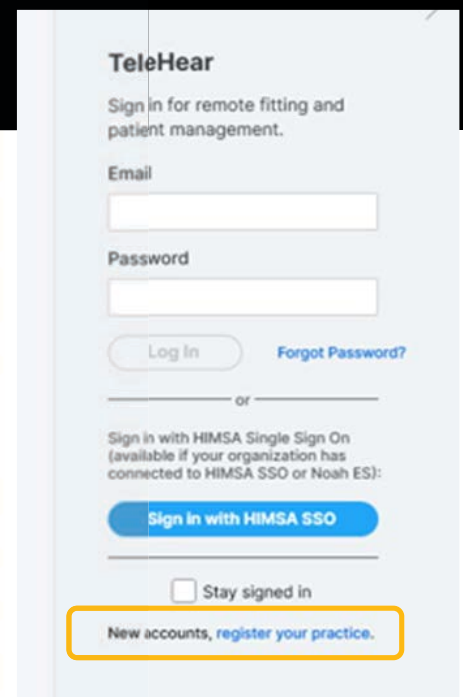
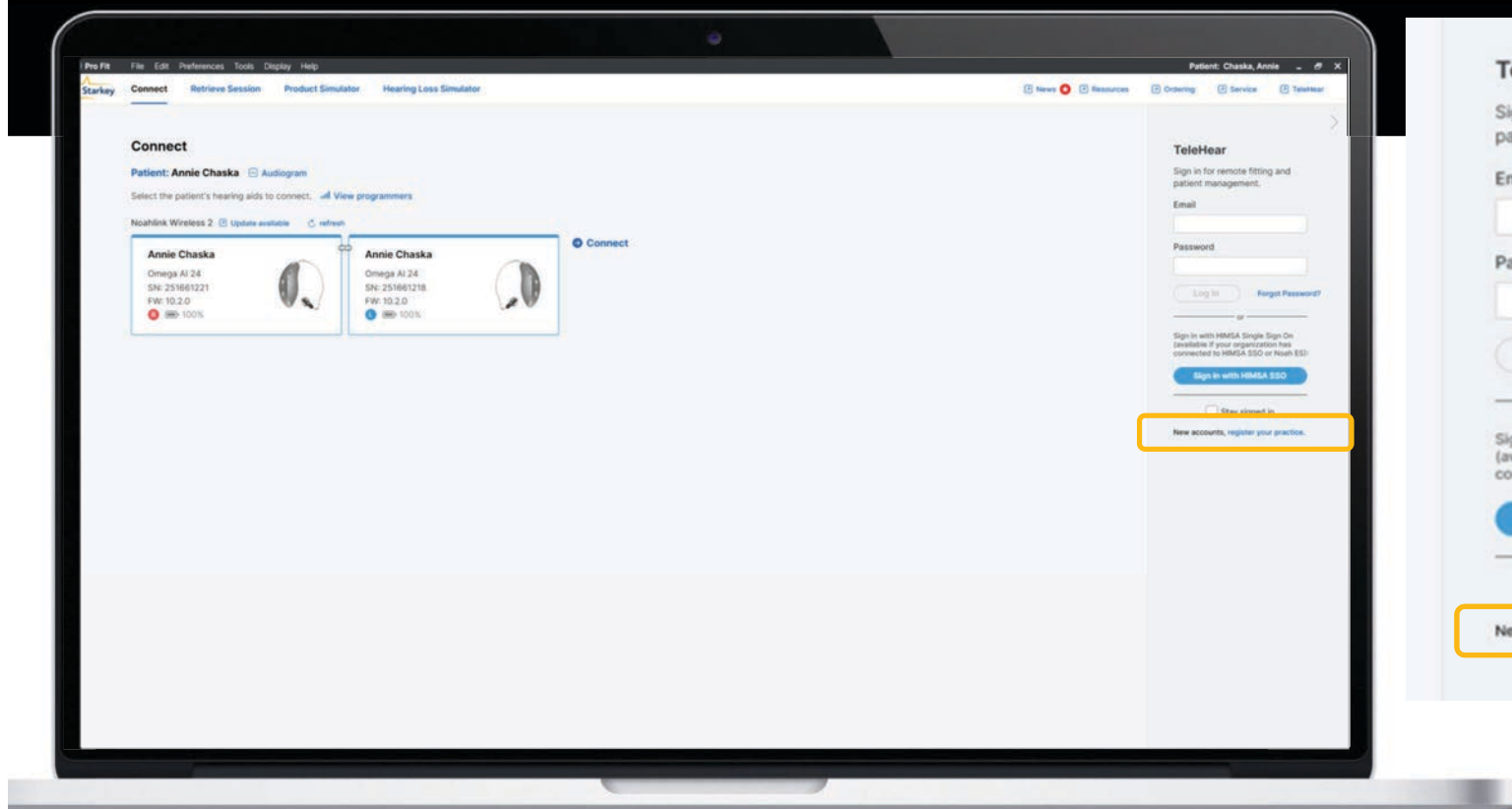
Good to Know

All professionals in an organization can view and assist all patients

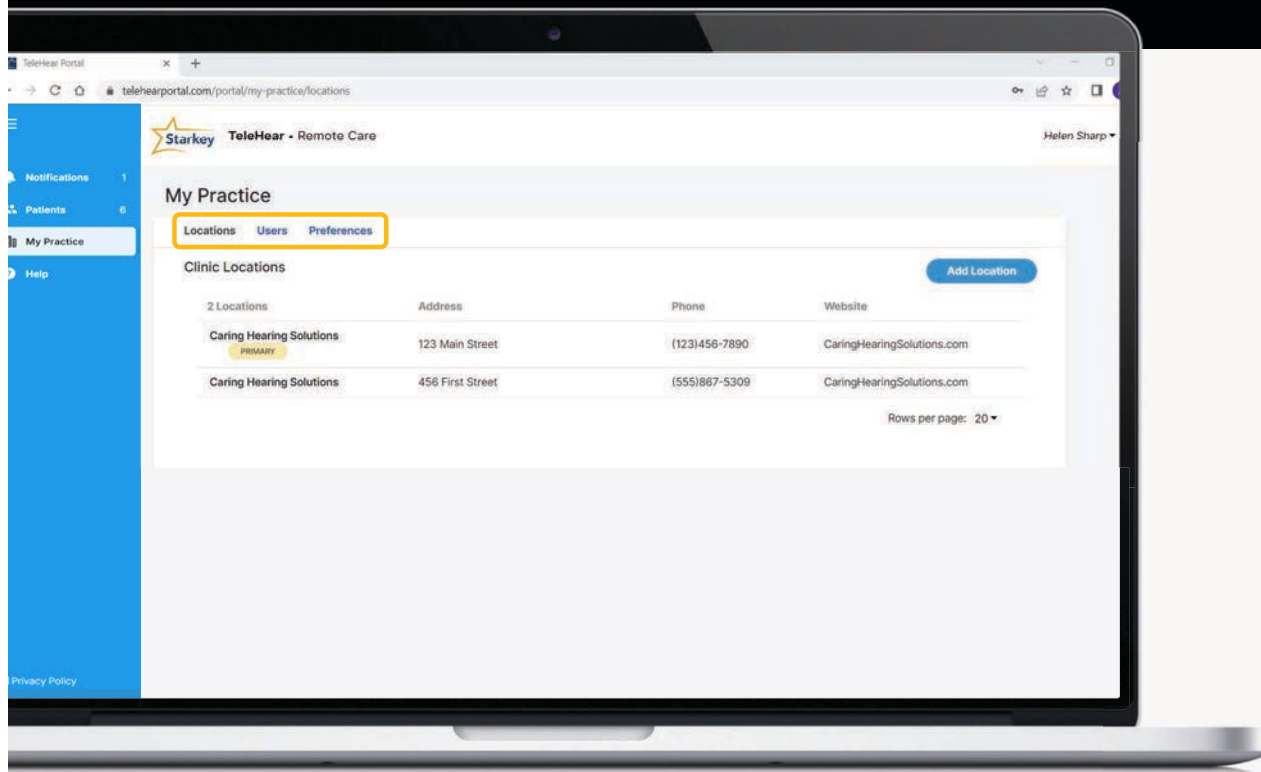
Government Services accounts do not need to register a practice

Old Hearing Care Anywhere and TeleHear Dashboards automatically convert to the TeleHear Portal system when providers log into TeleHear using their existing credentials





TeleHear Portal

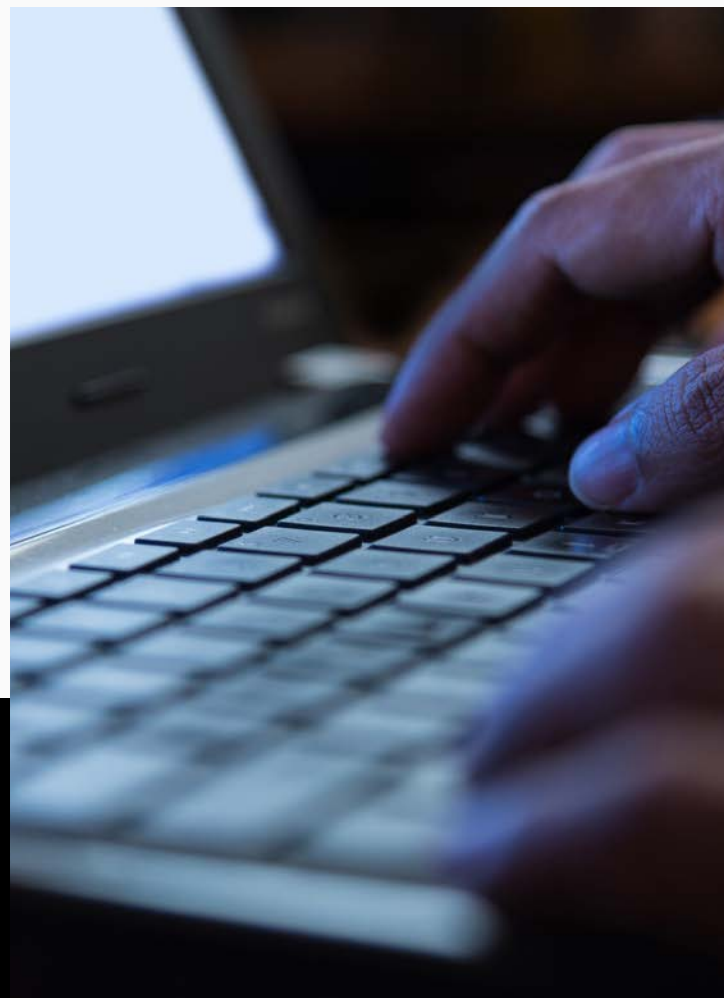


Only administrators can access the My Practice section of the TeleHear portal

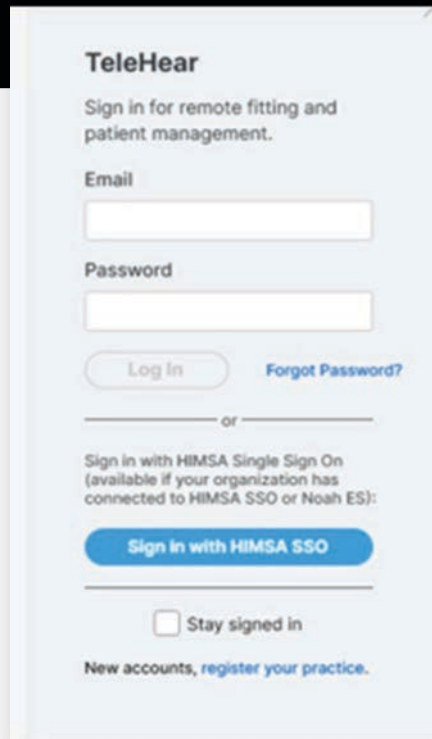
Manage locations, users and preferences including the password security rules for the organization

2

**Invite the Patient
to Use TeleHear**



Generate and Send Invite Code to the Patient



TeleHear

Sign in for remote fitting and patient management.

Email

Password

[Log in](#) [Forgot Password?](#)

or

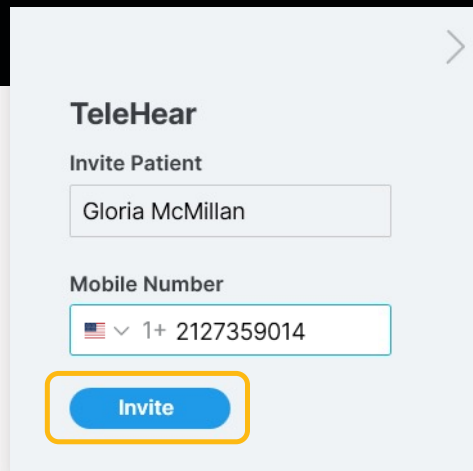
Sign in with HIMSA Single Sign On
(available if your organization has connected to HIMSA SSO or Noah ES):

[Sign in with HIMSA SSO](#)

☐ Stay signed in

New accounts, [register your practice](#).

Log into TeleHear Account



TeleHear

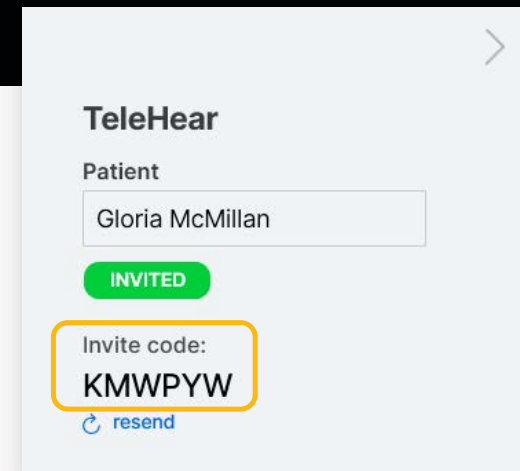
Invite Patient

Gloria McMillan

Mobile Number

[Invite](#)

Type in patient's mobile phone number and then
Click 'Invite'



TeleHear

Patient

Gloria McMillan

[INVITED](#)

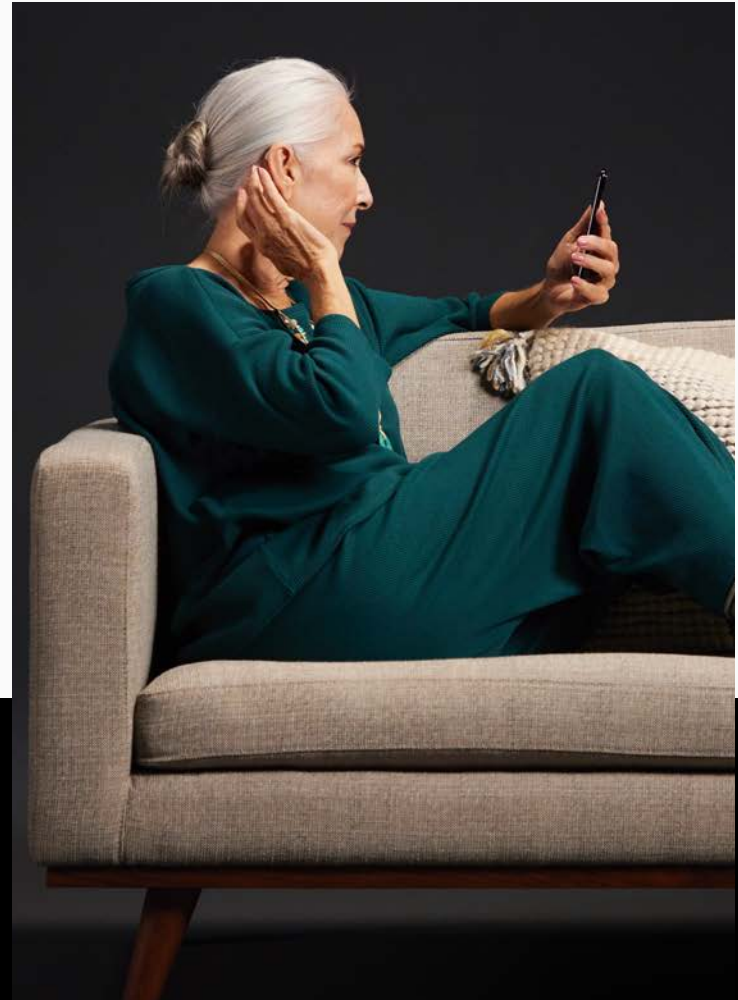
Invite code:
KMWPYW

[resend](#)

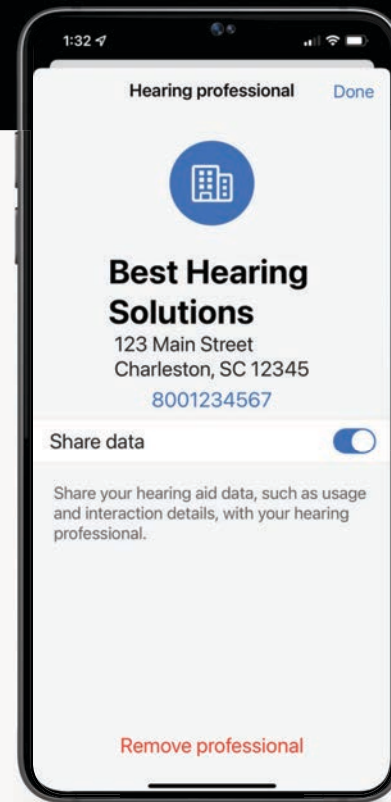
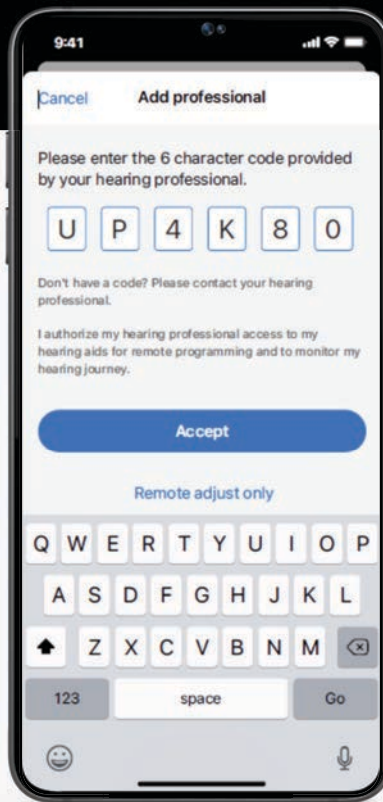
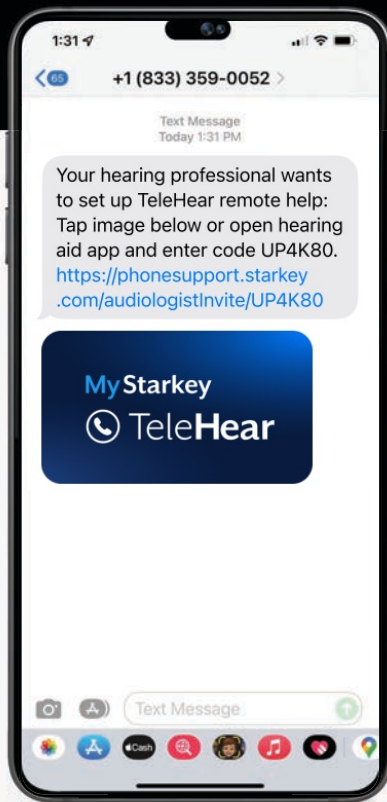
Code will appear within Pro Fit
and will also be sent to the
patient via SMS message

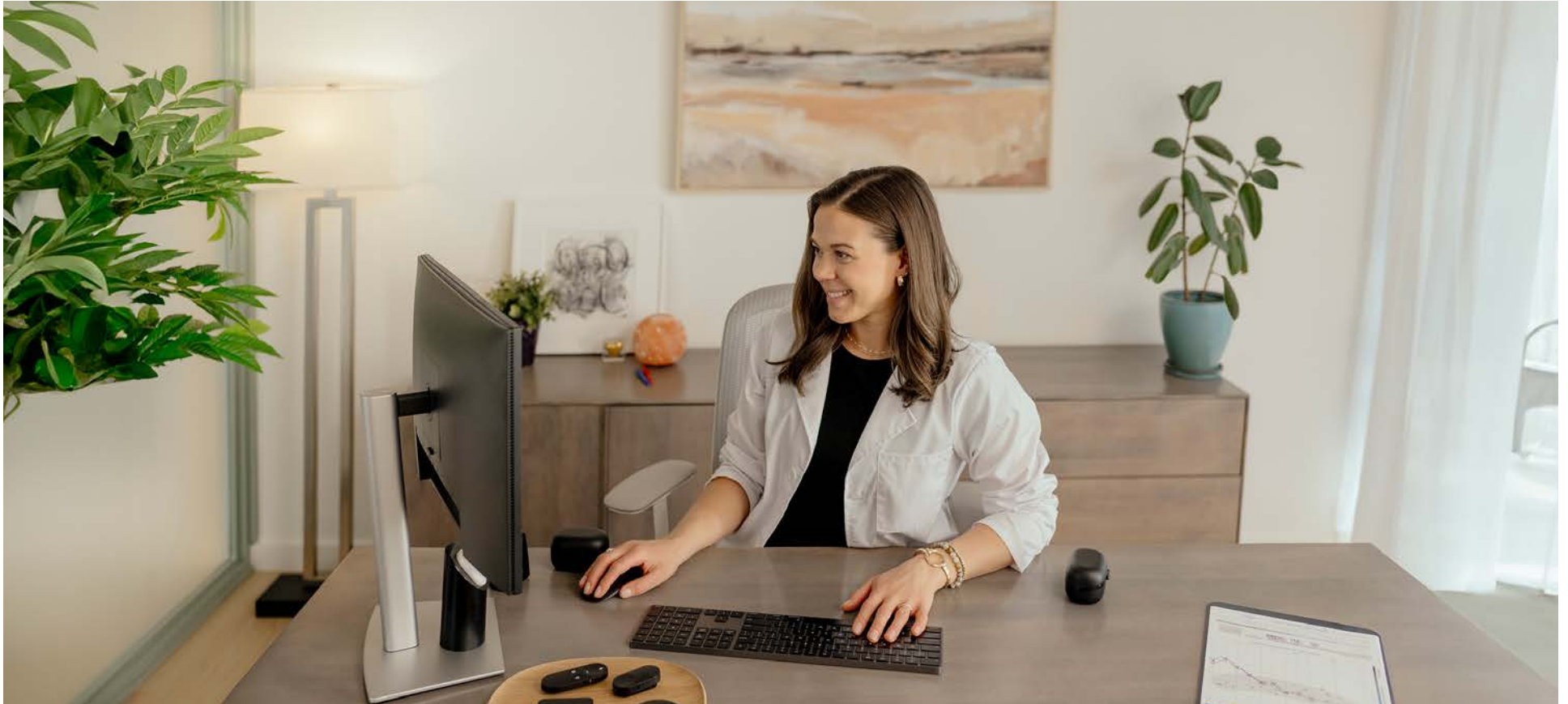
3

**Create Secure Connection
with Professional**



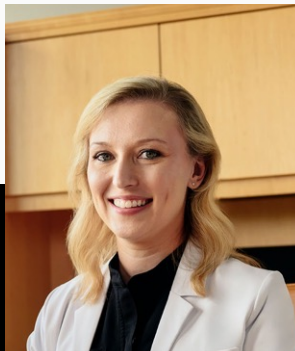
Create Secure Connection with Professional





Synchronous TeleHear

Synchronous Remote Programming Overview



HCP schedules
virtual visit



User logs onto
visit via
My Starkey



HCP makes
adjustments
that live Sync
to user



User can
verbalize
changes needed
in the moment

*TeleHear
dashboard
updates with
visit history*

*Immediate notification that
HCP started the session*

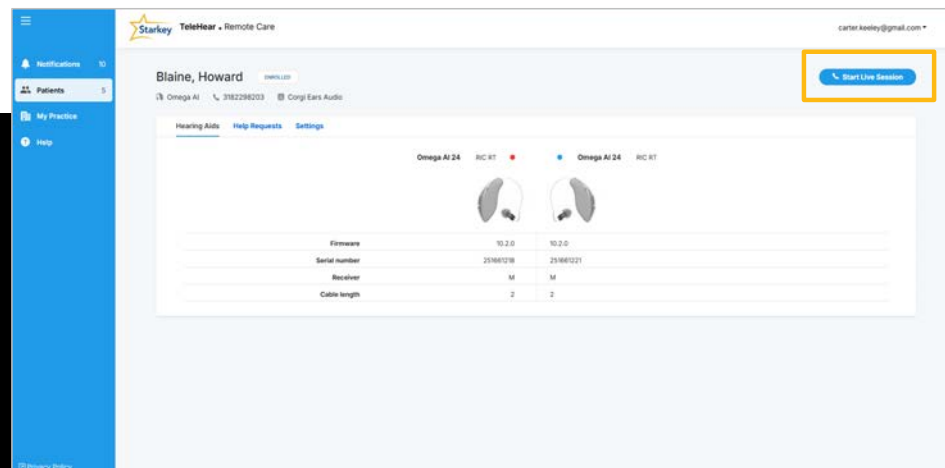
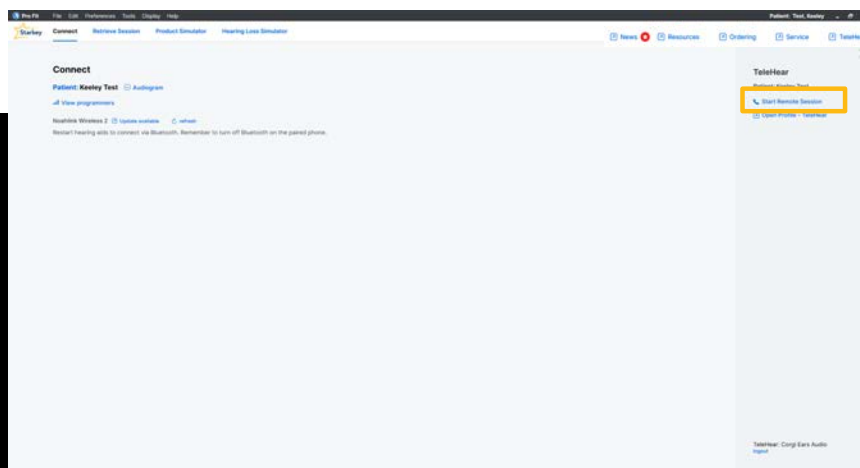


PROFESSIONAL

Start Remote Session

Pro Fit

Telehearportal.com

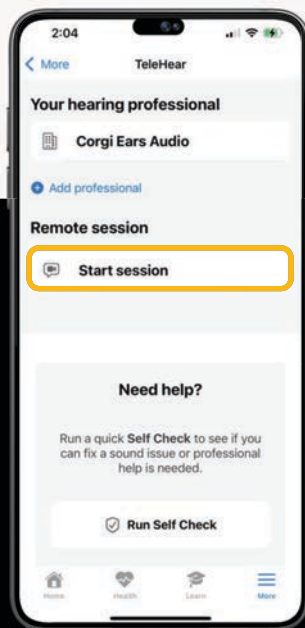


The ability to start a remote session is available once the professional has logged into TeleHear

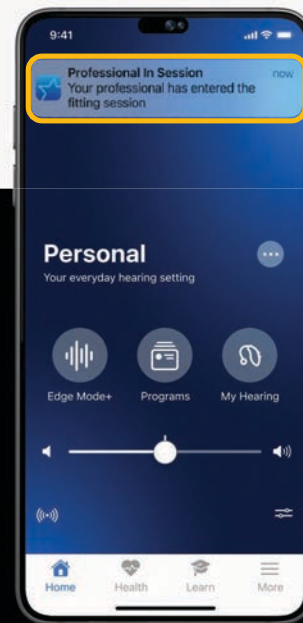


PATIENT

Start Remote Session



Start from the
My Starkey App

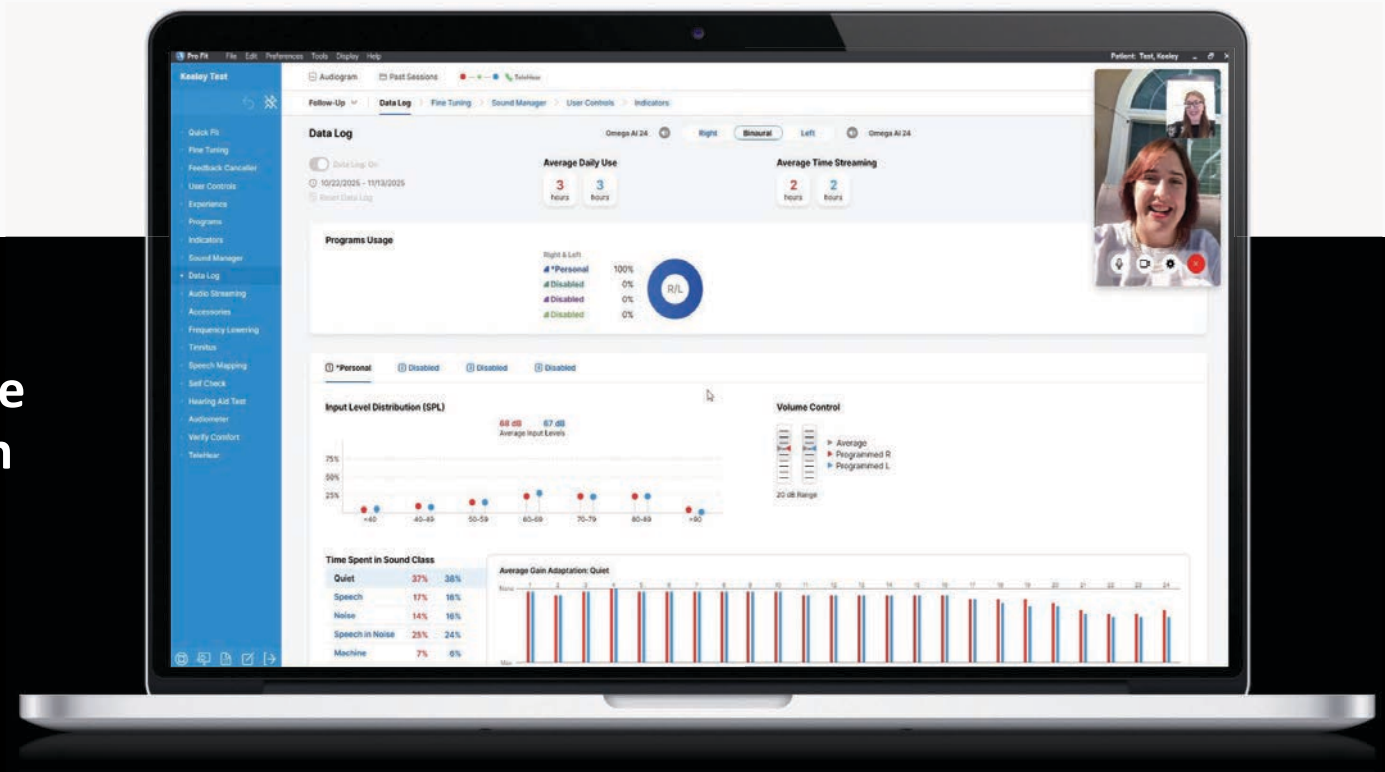


Join from the
Banner Notification



PROFESSIONAL Live Session

Launches on the
Data Log screen



Real-Time Hearing Aid Programming

Data Log

QuickFit

Fine Tuning

Sound Manager

Experience Manager

User Controls

Audio Streaming

Expert Assistant

Frequency Lowering

Programs

Indicators

Fitting Summary

Tinnitus

(All stimuli but custom)

Best Fit/ Target Match

VC Range and Step Size

Tinnitus Range and Step Size

Feedback Cancellation

Initialization

In-Situ Audiometer

Verify Comfort

Adjustments are automatically synced to Omega AI hearing aids

A/V Panel



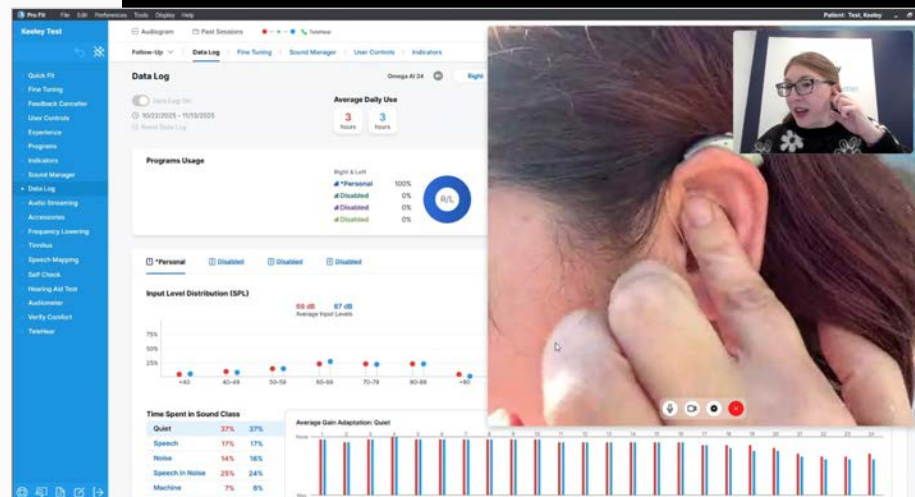
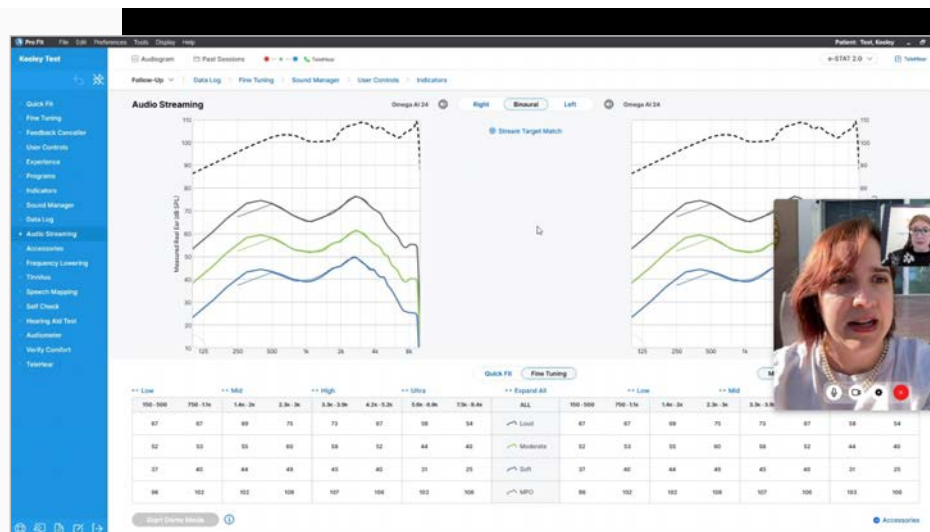
PROFESSIONAL

Can be moved to a different location on the professional's screen or enlarged using the mouse



PATIENT

Patient can hold their phone up to their ear or flip the camera to discuss hearing aid use and care topics



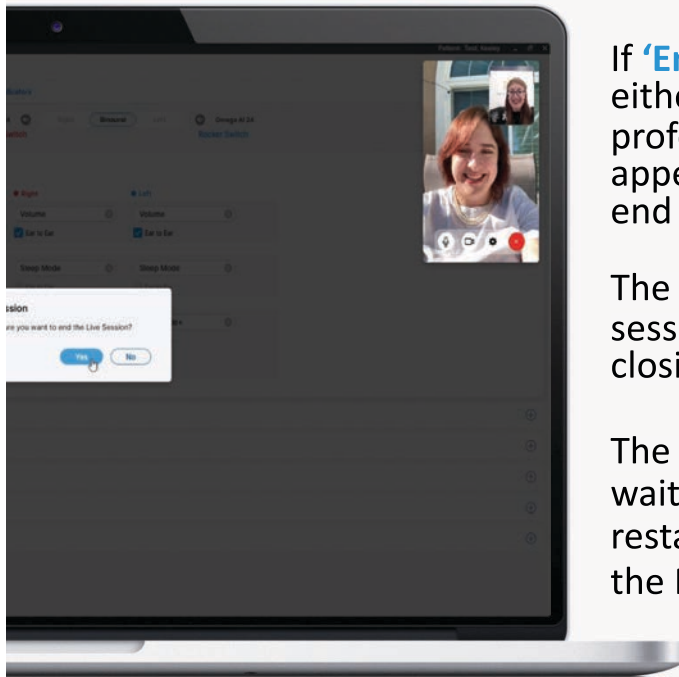


PROFESSIONAL

Ending a Session



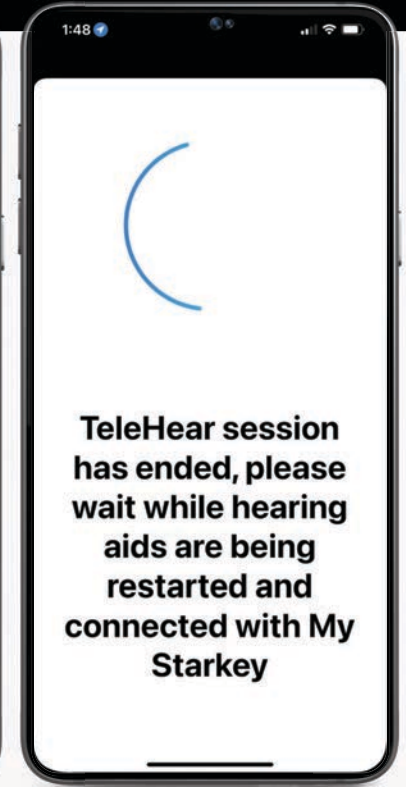
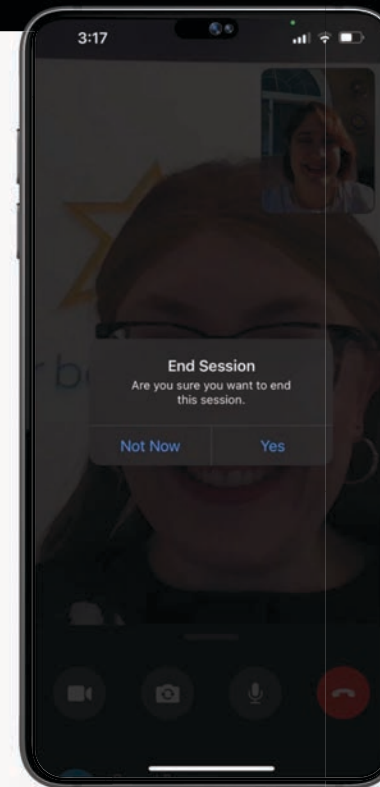
PATIENT



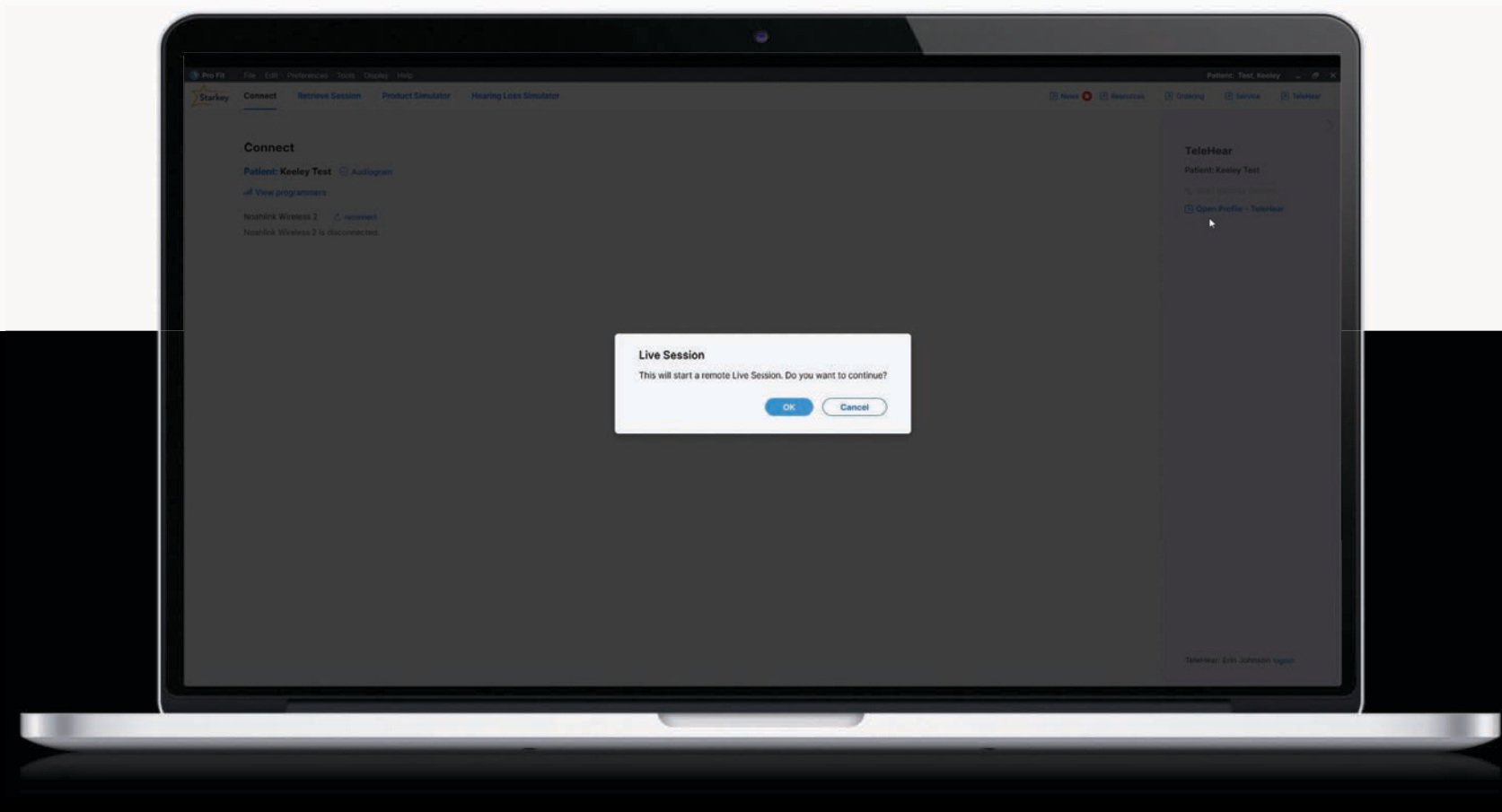
If **'End the Call'** is selected by either the patient or the professional, a prompt will appear to confirm the intent to end the session

The professional can save the session to the database when closing Pro Fit

The patient will be asked to wait while the hearing aids are restarted and connected with the My Starkey app



Synchronous Telehear In Action



TeleHear
**Synchronous
Advantages**

Programming can be completed
while patient is in difficult
environments

Can help with physical issues

Quick and easy appointments
for a multitude of programming
needs

Reduce wait time and length
of appointments

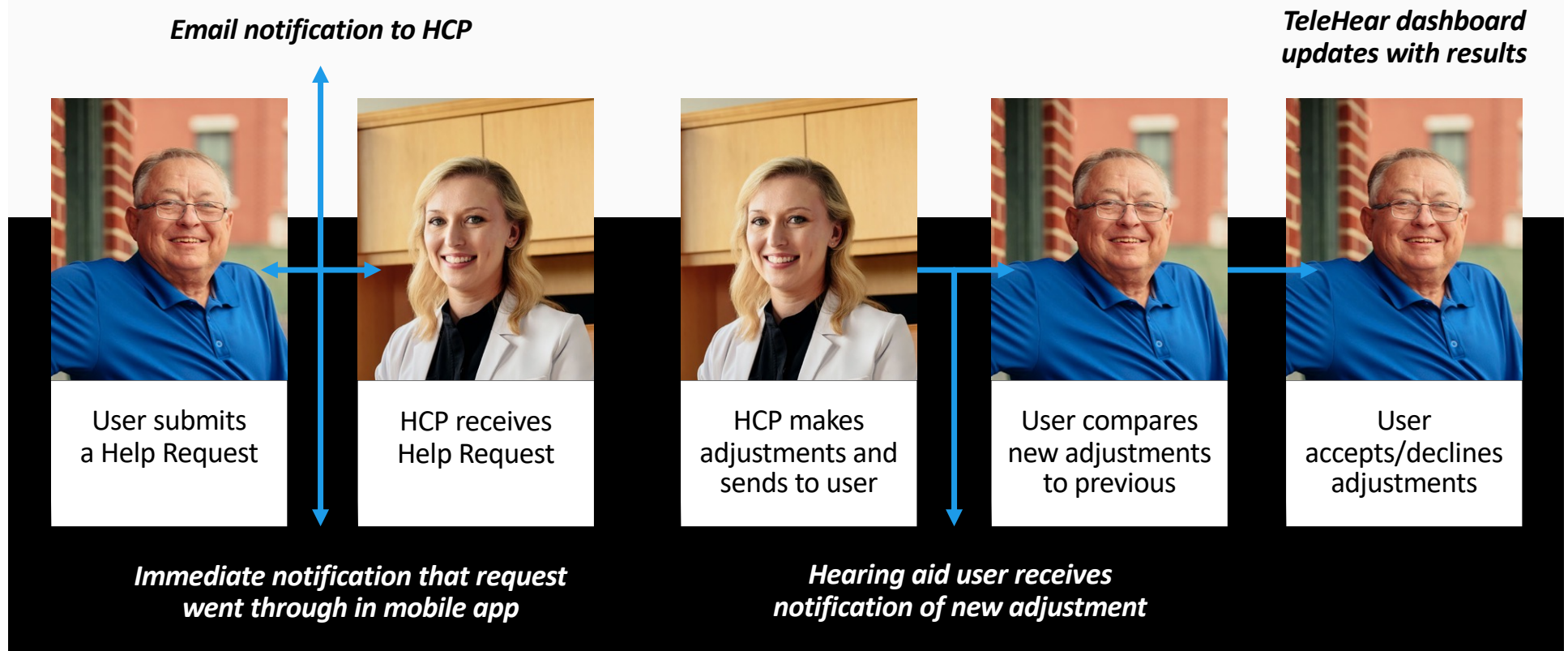




Asynchronous TeleHear

Asynchronous Remote Programming

Overview



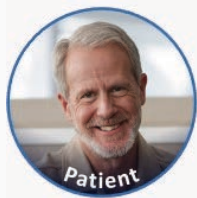
Asynchronous Adjustments and Available

Quick Fit and Fine Tuning adjustments

Sound Manager adjustments

Add and delete programs

Feedback Manager Adjustments

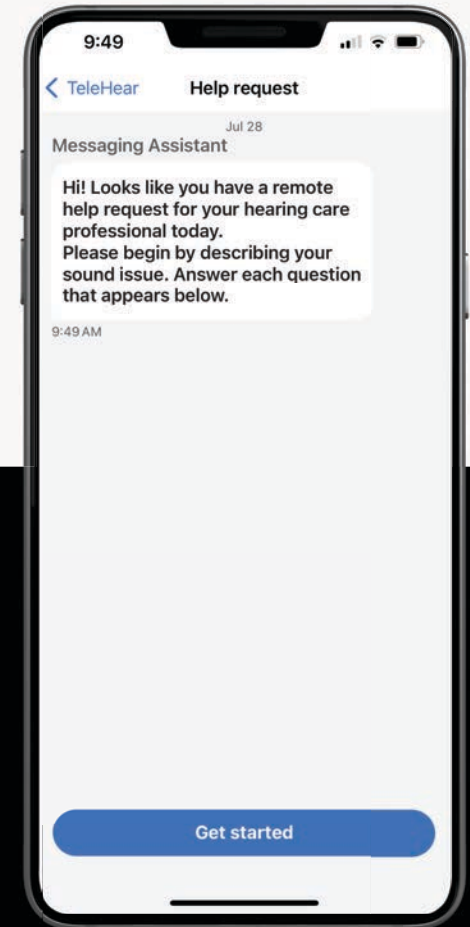
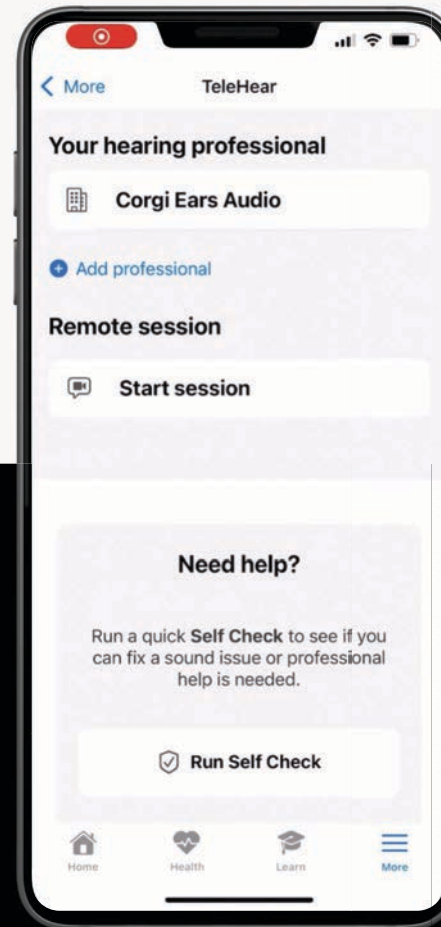


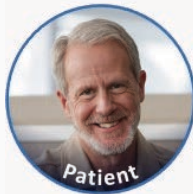
Asynchronous My Starkey

User sees new option for **'Professional Help'**

After tapping **'Get Started'**, the messaging assistant will begin asking questions

User will answer multiple questions to drill into the issue





Asynchronous My Starkey

9:49

< TeleHear Help request

Jul 28

Messaging Assistant

Hi! Looks like you have a remote help request for your hearing care professional today. Please begin by describing your sound issue. Answer each question that appears below.

9:49 AM

Messaging Assistant

Which best describes your sound issue? Select one:

Which best describes your sound issue? Select one:

Own voice

Tinny/sharp/shrill

Too loud

Too soft/muffled ✓

Other

Next

9:50

< TeleHear Help request

Jul 28

Messaging Assistant

Hi! Looks like you have a remote help request for your hearing care professional today. Please begin by describing your sound issue. Answer each question that appears below.

9:49 AM

Messaging Assistant

Which best describes your sound issue? Select one:

Which also describes your sound issue? To help your hearing care professional find the best solution, select all that apply:

Music

Voices in background noise

Voices - female/children ✓

Voice - male

Other

Next

9:51

< TeleHear Help request

Jul 28

Messaging Assistant

Hi! Looks like you have a remote help request for your hearing care professional today. Please begin by describing your sound issue. Answer each question that appears below.

9:51 AM

Messaging Assistant

Which program needs adjusting for the sound issue? Select all that apply:

Personal ✓

Pub

Golf

Crowd

Laura ✓

Restaurant

Library

Next

9:52

< TeleHear Help request

Jul 28

Messaging Assistant

Hi! Looks like you have a remote help request for your hearing care professional today. Please begin by describing your sound issue. Answer each question that appears below.

9:51 AM

Messaging Assistant

Which best describes your sound issue? Select one:

Too soft/muffled

9:51 AM

Messaging Assistant

Which hearing aid needs adjusting for the sound issue?

Left

Right

Both ✓

Next

9:52

< TeleHear Help request

Jul 28

Messaging Assistant

Which program needs adjusting for the sound issue? Select all that apply:

Personal/Laura

9:51 AM

Messaging Assistant

Which hearing aid needs adjusting for the sound issue?

Both

9:52 AM

Messaging Assistant

Thank you for describing your sound issue. If there are any other details you'd like your hearing care professional to know, please send in a message below. If not, complete this help request.

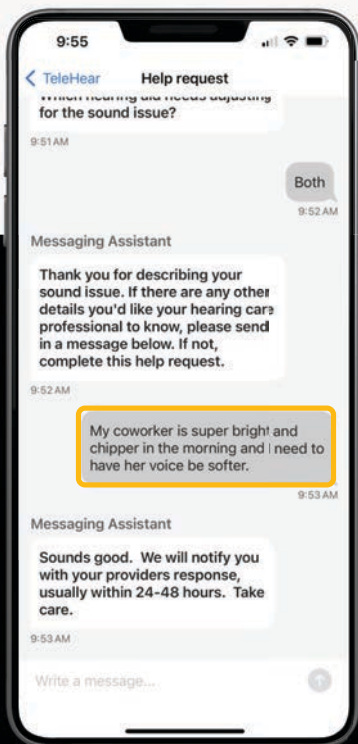
9:52 AM

Complete help request

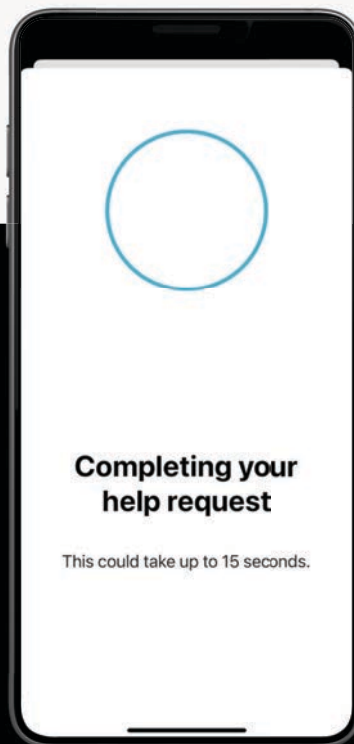
Write a message...



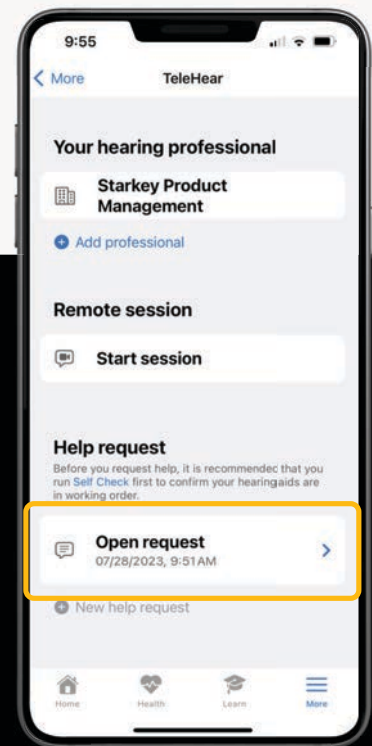
Asynchronous My Starkey



Can also type a message before tapping complete



When complete, the user now sees an open request waiting for the professional to reply

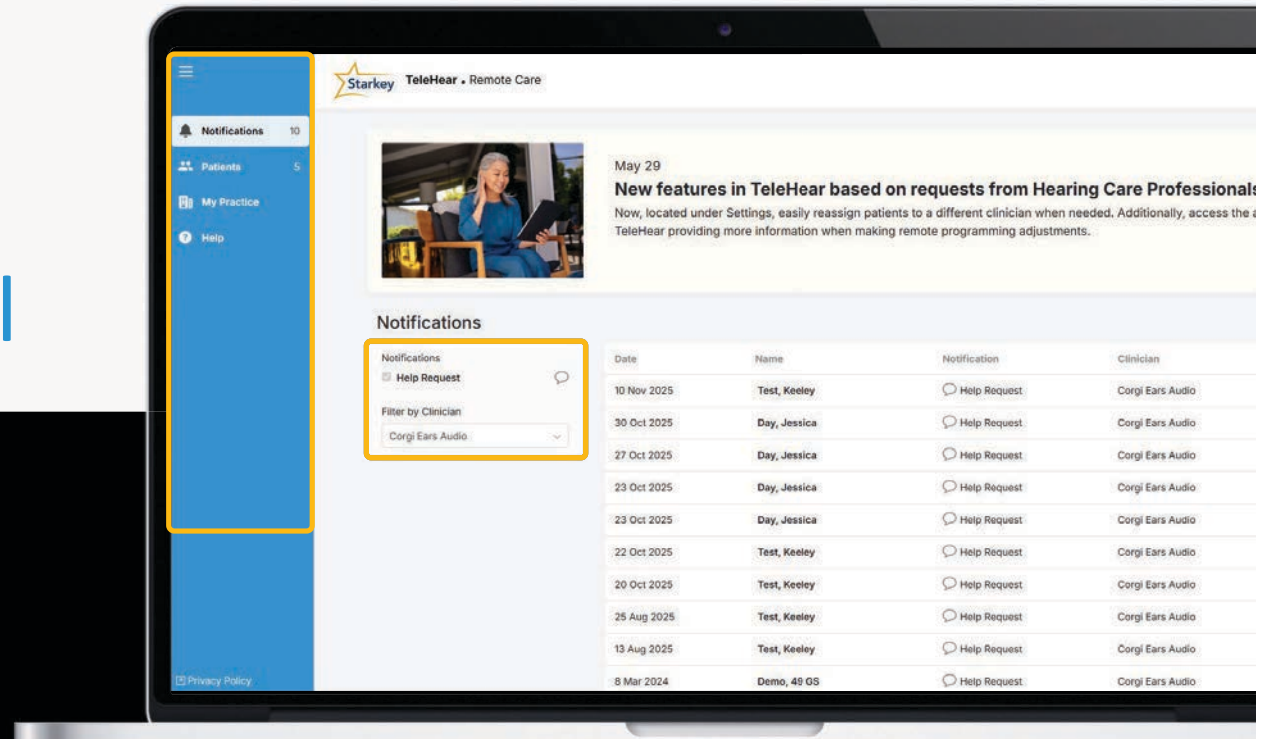




Asynchronous TeleHear Portal

Professional receives
notification email of
Help Request

Logging in to TeleHear
Portal defaults to the
Notification screen
(if you have a notification)

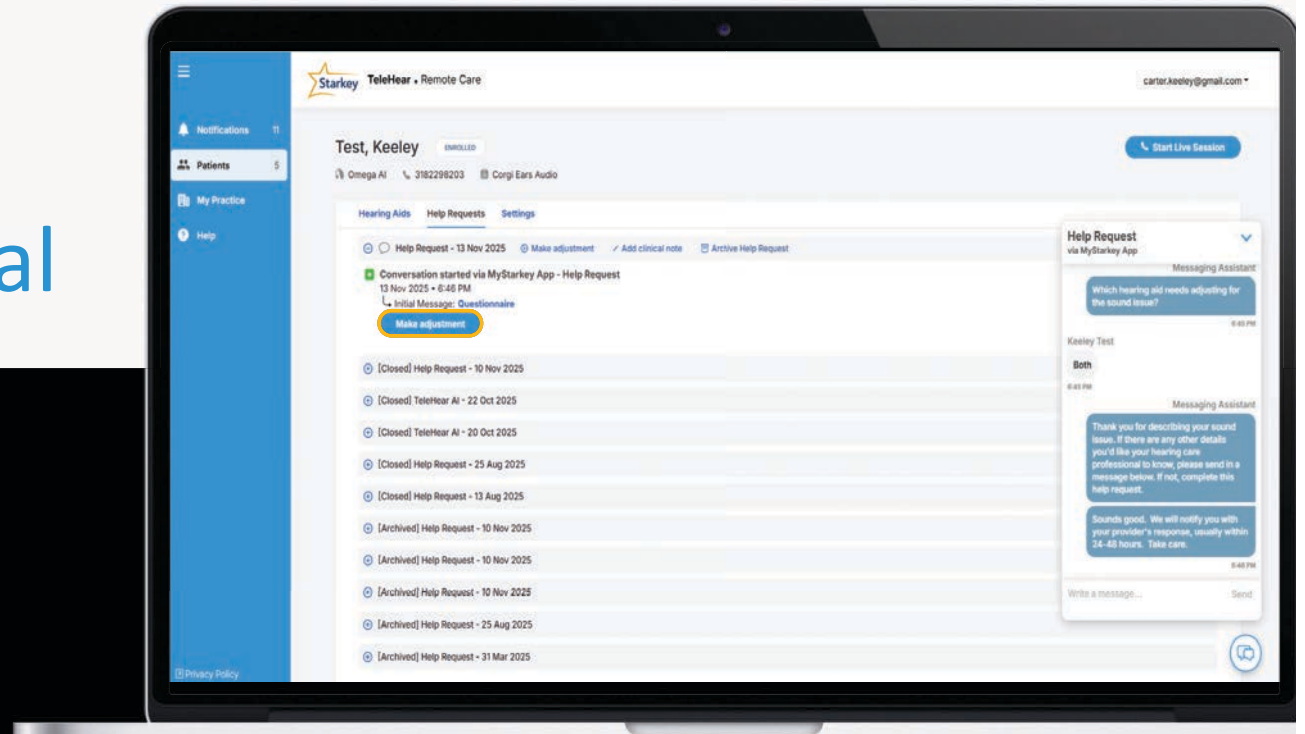




Asynchronous TeleHear Portal

Clicking on the new request opens the selected patient's 'file' in the Help Request tab

The professional can read the request in the chat window and message with the patient if more detail is needed or they can click **'Make Adjustment'**





Asynchronous TeleHear Portal

In the 'Make Adjustment' screen,
you may perform adjustments in
any program



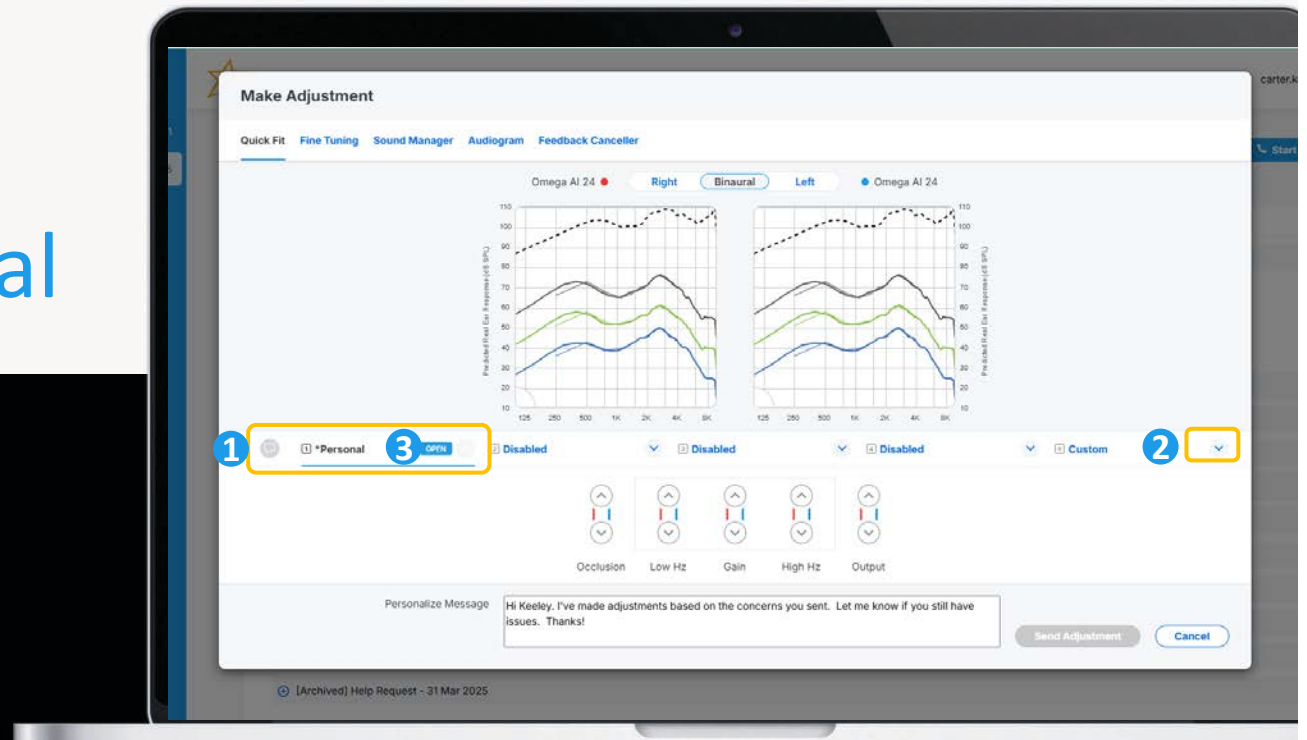
Minimize the Help Request
information as needed





Asynchronous TeleHear Portal

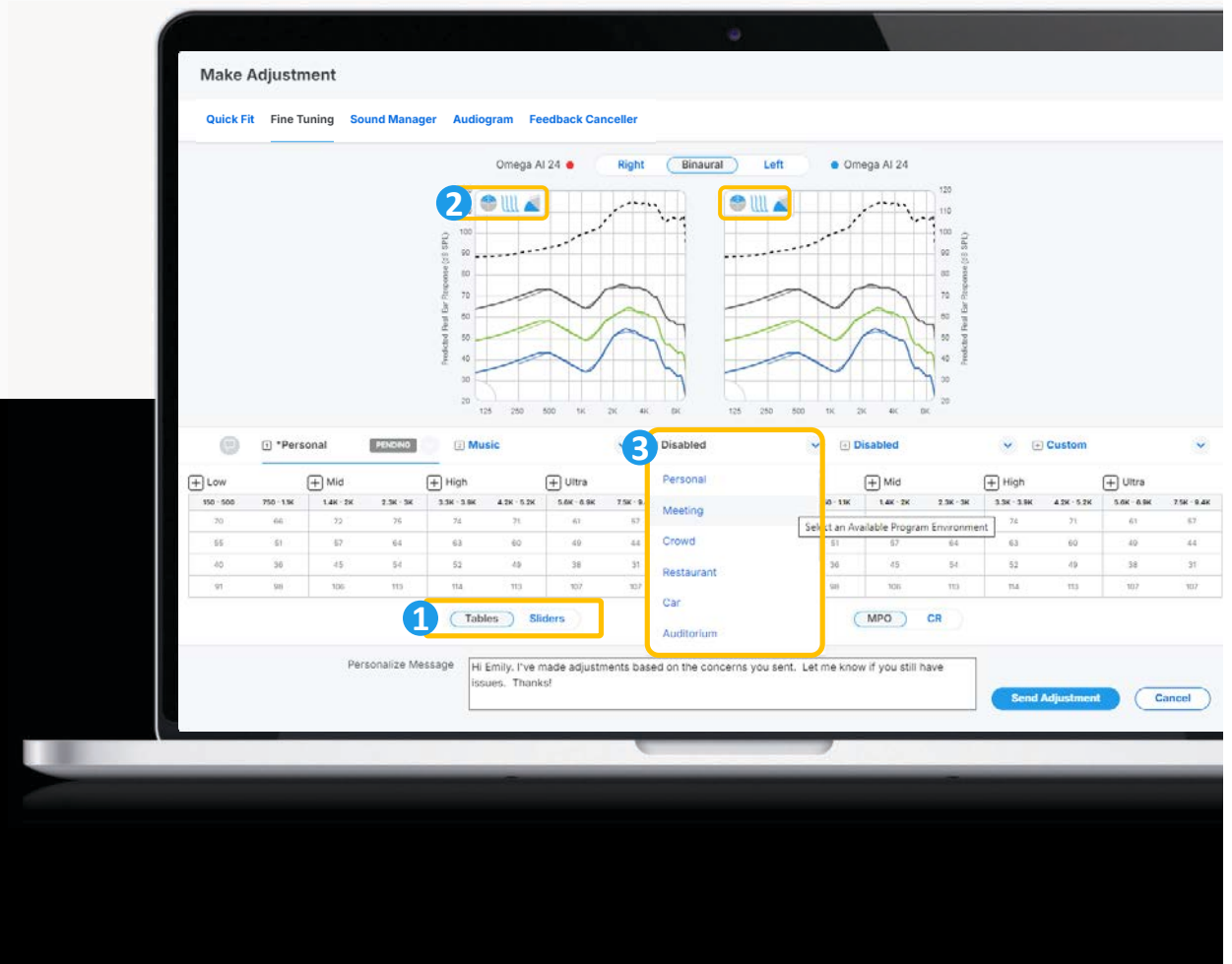
- 1 Active program
- 2 Custom programs can be selected from drop down menu
- 3 “Open” shows that the patient requested an adjustment





Asynchronous TeleHear Portal

- 1 Quick Fit or Fine Tuning
Fine tuning has tables or sliders
- 2 Feature icons
- 3 Additional Programs can be added or removed





Asynchronous TeleHear Portal

- 1 Sound Manager
 - Motion-based Optimization
 - Consonant Brightness
 - Sound Enhancement
 - Situational Sound Management
 - Directionality

Make Adjustment 1

Quick Fit Fine Tuning **Sound Manager** Audiogram Feedback Canceller

Omega AI 24 Right Binaural Left Omega AI 24

☒ Motion-based Optimization: On

		+Personal	Disabled	Disabled	Disabled
Consonant Brightness	Strength	2	----	----	----
Sound Enhancement	Speech in Noise	3	----	----	----
	Quiet	2	----	----	----
Situational Sound Management	Transients	3	----	----	----
	Binaural Wind	3	----	----	----
	Binaural Machine	3	----	----	----
Directionality	Binaural Mode	Adaptive	----	----	----

Personalize Message

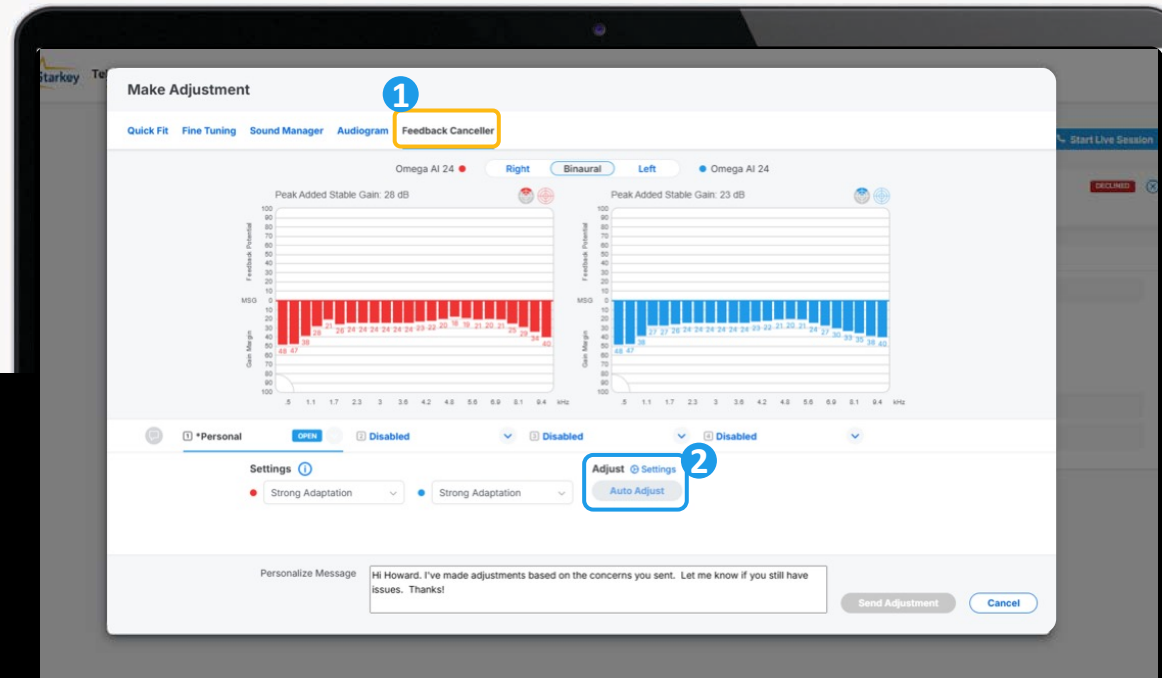
Hi Howard, I've made adjustments based on the concerns you sent. Let me know if you still have issues. Thanks!

Send Adjustment Cancel



Asynchronous TeleHear Portal

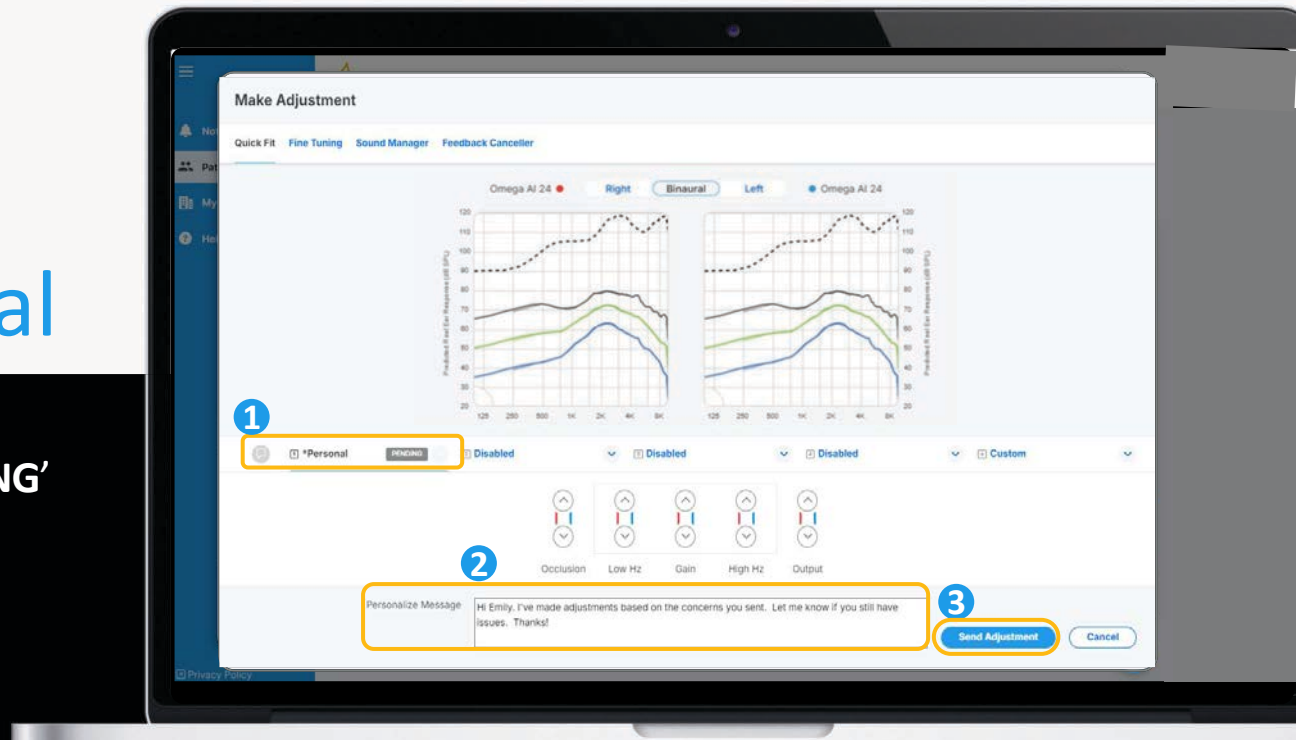
- 1 Feedback Canceller
Adaptation adjustments
- 2 Adjust
 - Auto adjust
 - Mid-frequency Management





Asynchronous TeleHear Portal

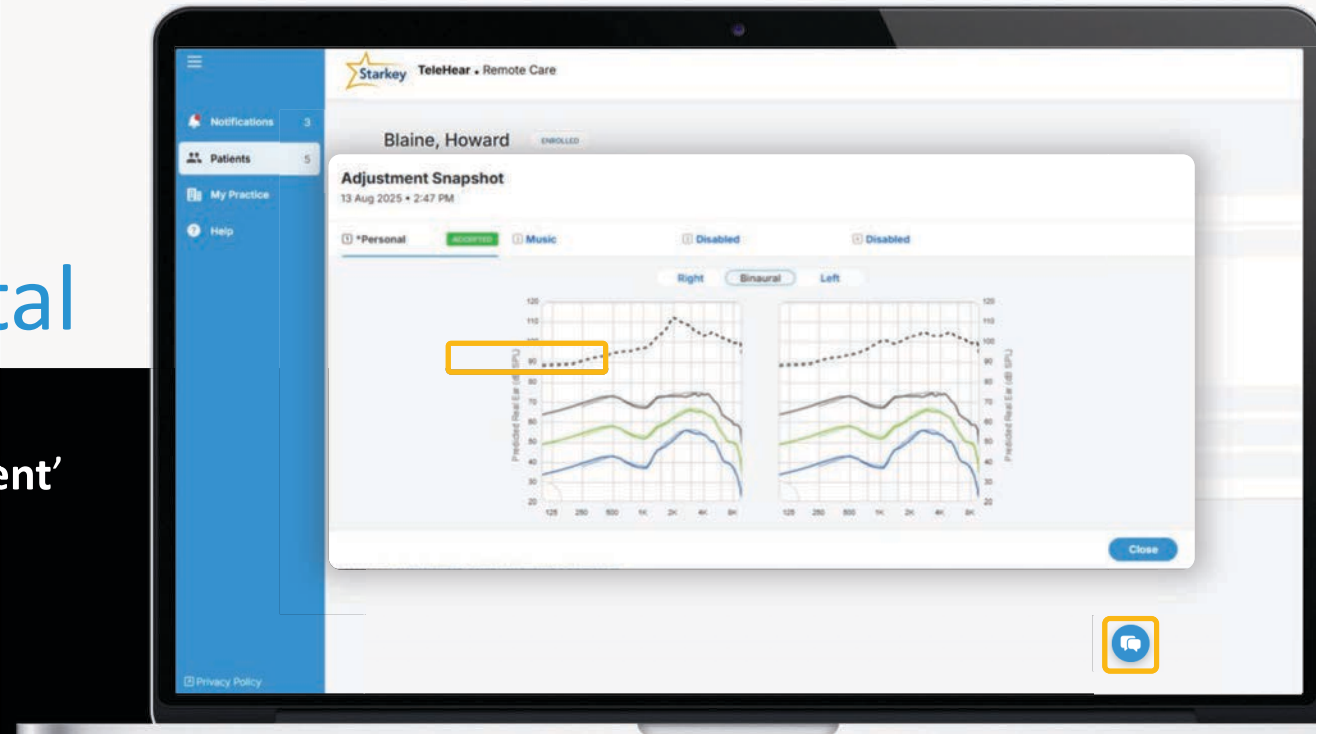
- 1 Adjustment completed changes 'OPEN' to 'PENDING'
- 2 Message box for personalized message
- 3 The 'Send Adjustment' button becomes enabled with 'PENDING' status





Asynchronous TeleHear Portal

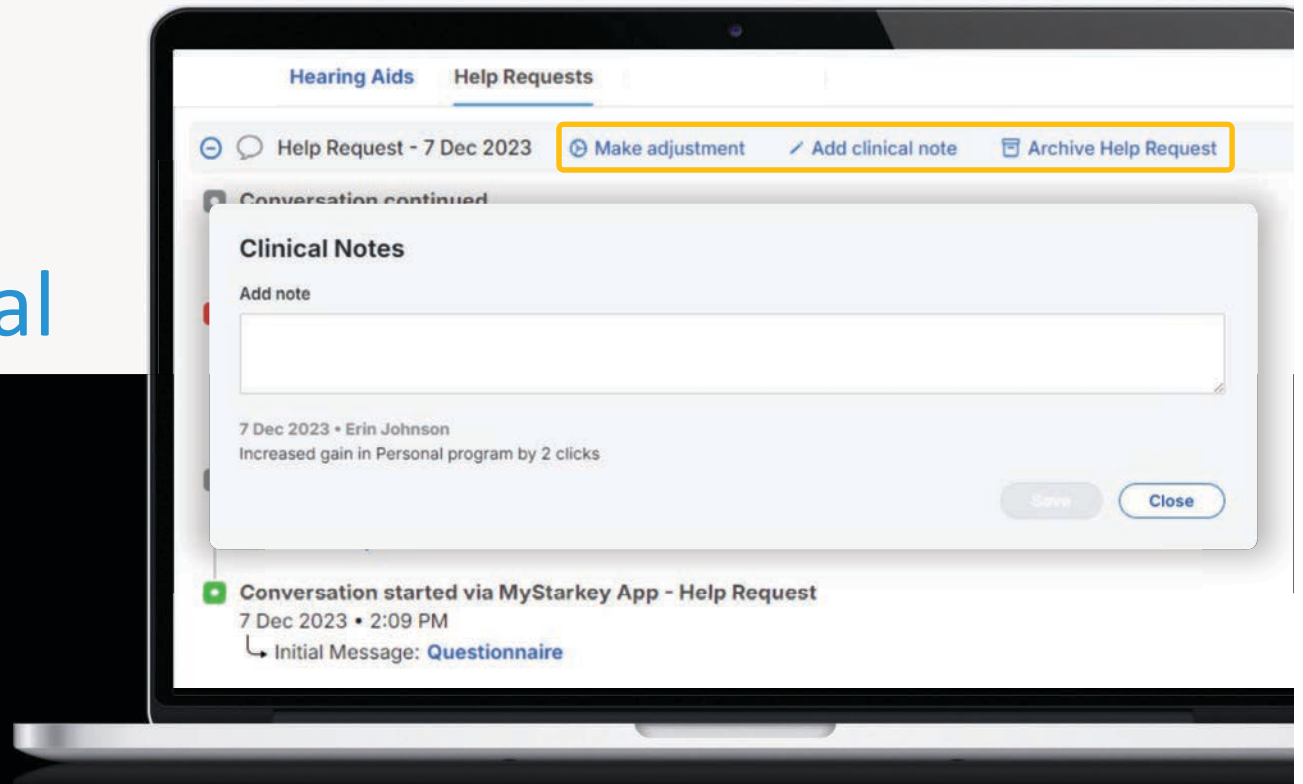
Updates to 'Adjustment Sent'





Asynchronous TeleHear Portal

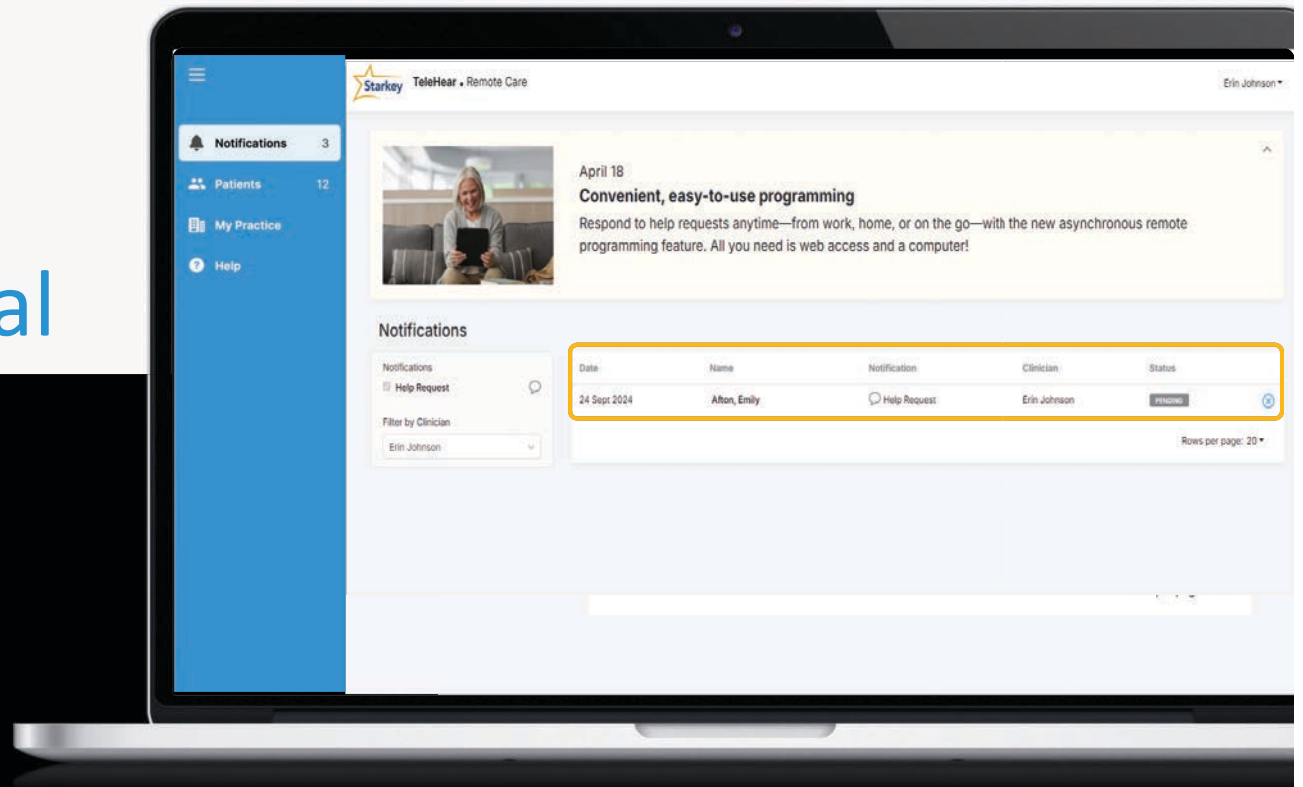
Add Clinical Note





Asynchronous TeleHear Portal

Help Request status
updates to **'PENDING'**





Saving the Settings

Asynchronous Remote Programming settings cannot be saved to Noah

At the next Pro Fit session, Pro Fit recognizes if the settings in the HA are newer than the last saved session in Noah

Pro Fit notifies the HCP and provides the option to save the settings

Warning



The settings in the hearing aids are newer than this patient's most recent saved session. Would you like to save the current settings to your office system before proceeding with programming?

Yes

No

Cancel



Good to Know **Asynchronous**

The chat dialogue box will remain as an “open ticket” until

- Patient accepts/declines ALL adjustments
- Patient or professional deletes help request

**When making adjustments, there is no “Undo” function for professional
Cancel adjustment and start over if need to make correction**



Good to Know

Preferences – Message customization

Starkey TeleHear • Remote Care

Erin Johnson

My Practice

Locations Users **Preferences**

Password Rules

Define the password security rules for your organization.

Password expiration
Never

Password length
8 Characters

Help Requests

Default Messages

The following messages will appear in the chat when replying to patients for Help Requests.

Automatic message to be sent when a help request is received:
Sounds good. We will notify you with your provider's response, usually within 24-48 hours. Take care.

Default message when an adjustment is sent:
Hi [[Name]]. I've made adjustments based on the concerns you sent. Let me know if you still have issues. Thanks!

Email Notifications

In addition to the clinician assigned to the patient, you may add additional users to receive all Help Request notification emails.

Help Request email recipients
Search...

0 Users



Good to Know

Preferences – Email Notifications

The screenshot displays the Starkey TeleHear Remote Care web application. On the left is a blue sidebar with navigation options: 'Notifications' (1), 'Patients' (2), 'My Practice' (highlighted with a yellow box), and 'Help'. The main content area is titled 'My Practice' and has three tabs: 'Locations', 'Users', and 'Preferences' (highlighted with a yellow box). Under the 'Preferences' tab, there are sections for 'Help Requests' and 'Email Notifications'. The 'Email Notifications' section includes a 'Help Request email recipients' list with a search bar and a dropdown menu showing 'Erin Johnson' and 'Chris Howes'. To the right of this list, under '1 Users', is a box containing 'Laura Woodworth' with a plus icon. The top right of the interface shows the user 'Erin Johnson' with a dropdown arrow.

Starkey TeleHear • Remote Care

Erin Johnson ▾

My Practice

Locations Users **Preferences**

Help Requests

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Hi [[Name]]. I've made adjustments based on the concerns you sent. Let me know if you still have issues. Thanks!

Email Notifications

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Help Request email recipients

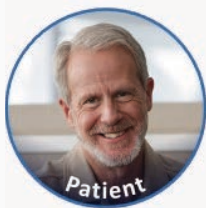
Search... ▾

Erin Johnson

Chris Howes

1 Users

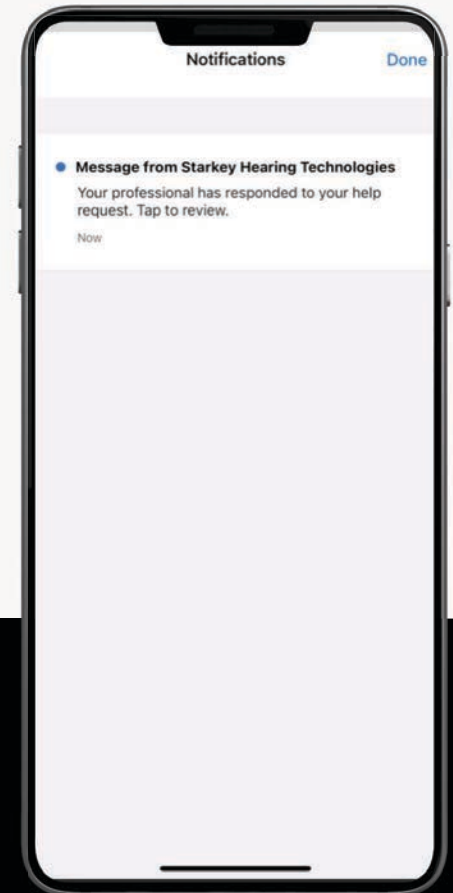
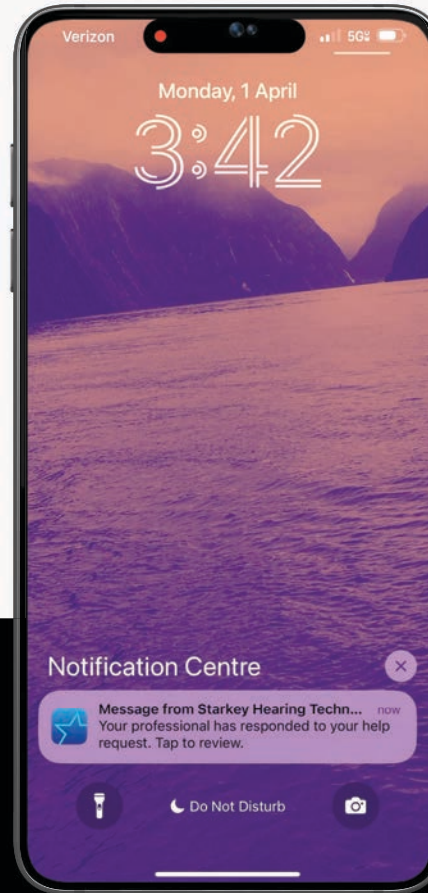
Laura Woodworth +

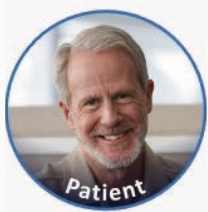


Asynchronous **My Starkey**

More > Notifications

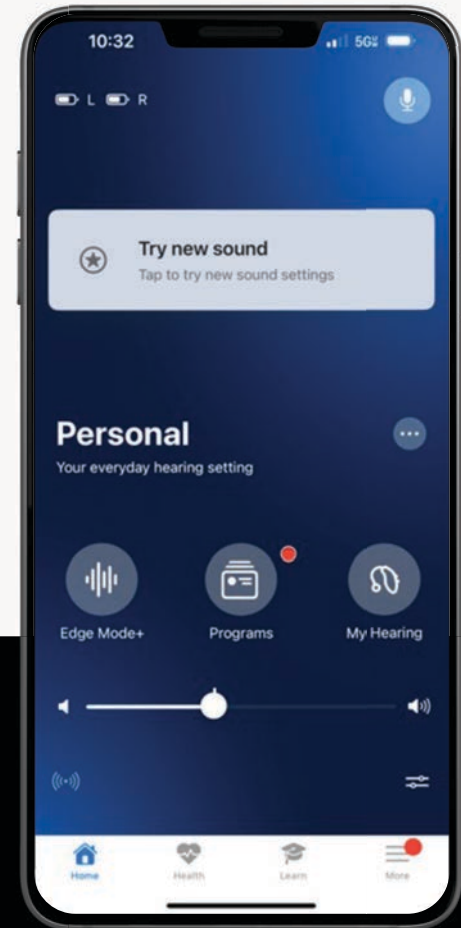
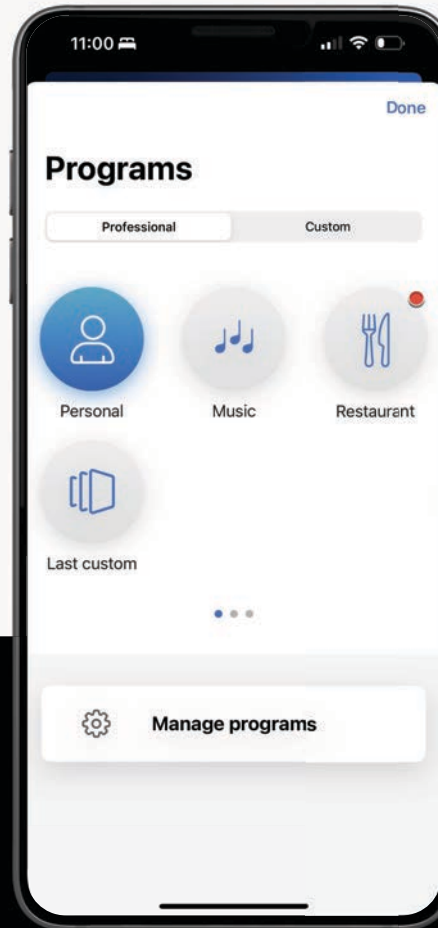
User will get notifications that the professional has provided new adjustments





Asynchronous **My Starkey**

Any program that has pending adjustments will show the **'Try new sound'** button on the Home screen





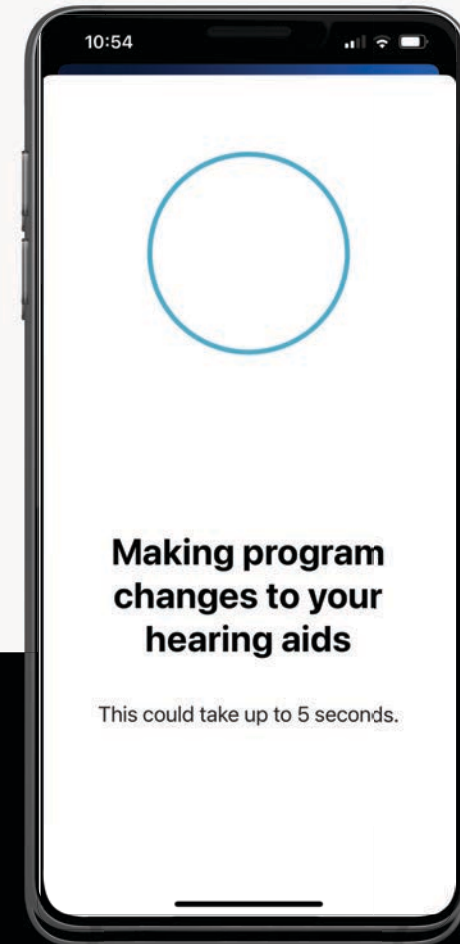
Asynchronous **My Starkey**

After tapping 'Try new sound' the patient will land on the compare sound settings screen and can toggle between the two sound options

When the patient decides which sound to keep, they tap 'Next'

Patient's can save the sound setting or send a message back to their professional for further adjustments

When the patient decides which sound to keep and confirms it, that setting will be written and saved permanently

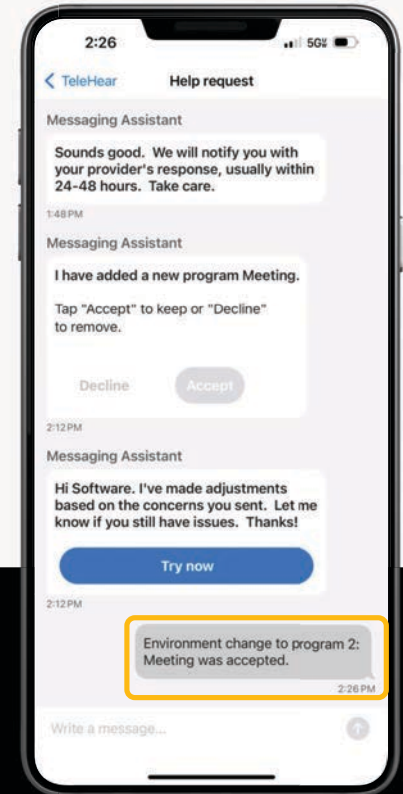
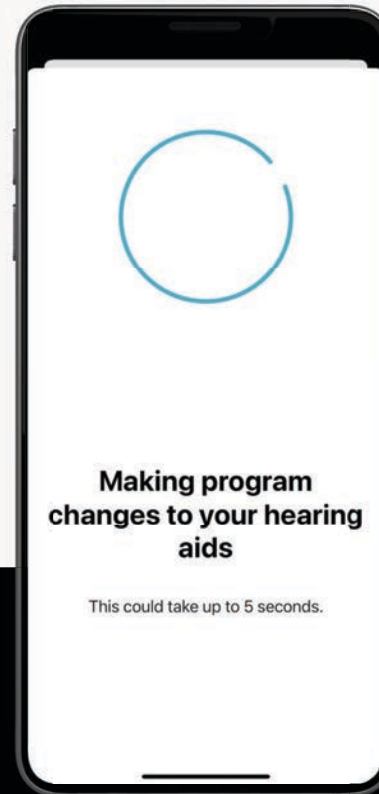
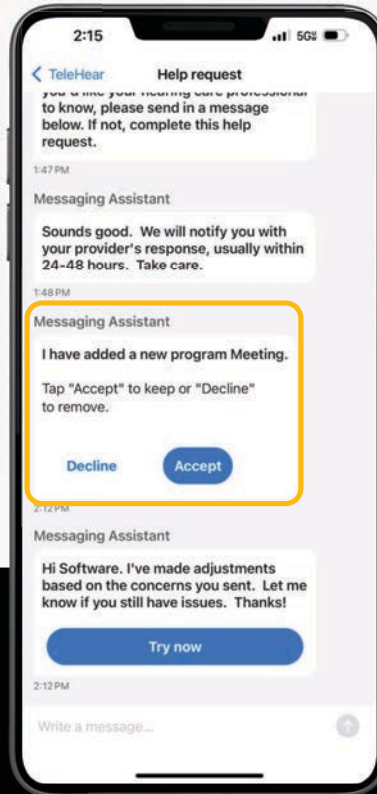




Asynchronous My Starkey

New Program

User will get notifications that the professional has added a new program





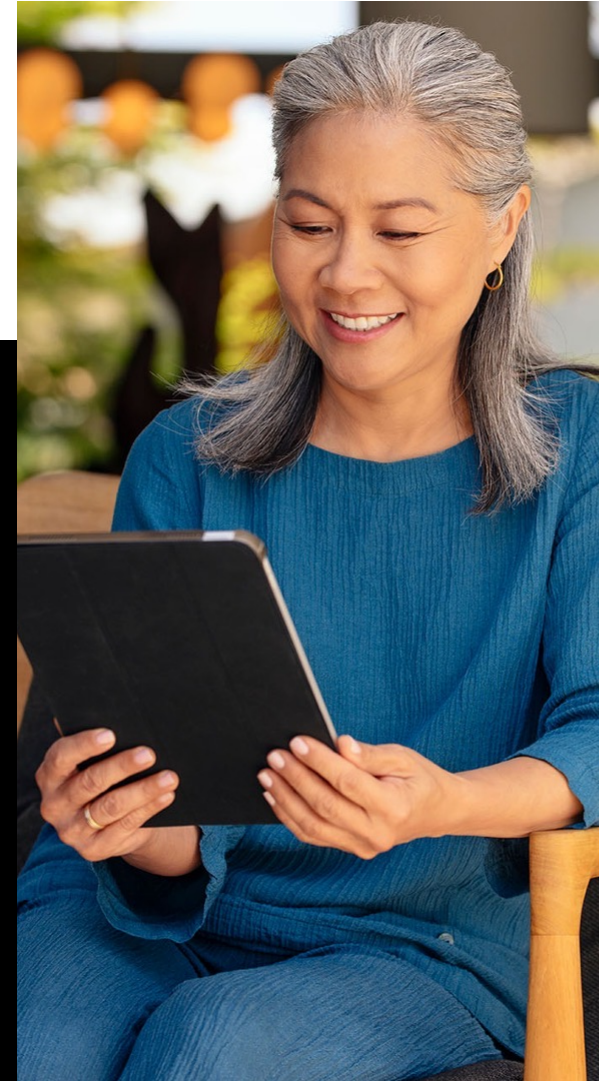
TeleHear Asynchronous Advantages

Programming is accomplished from
anywhere!

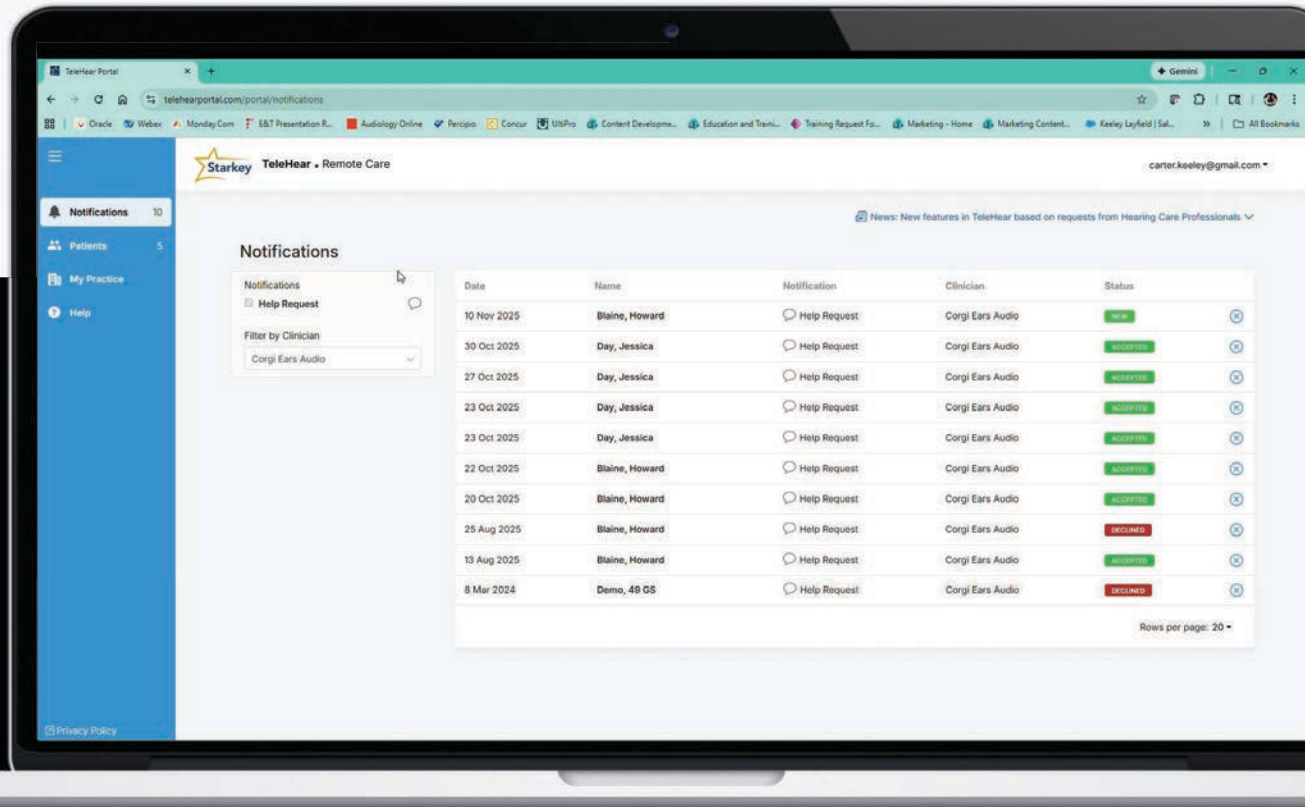
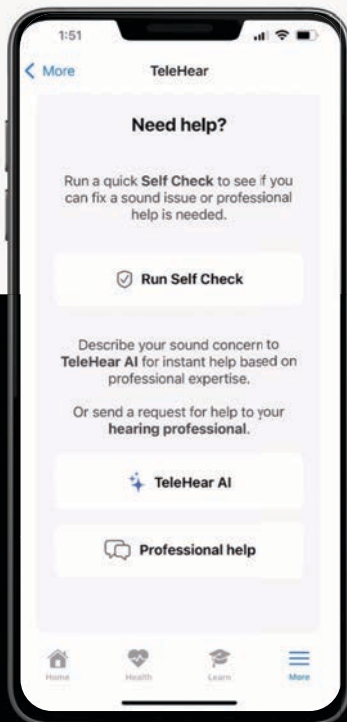
Fully web-based and doesn't require
fitting software

Log into TeleHear, make adjustments,
send to the patient

Adjustments may be accomplished
with a home computer, tablet, or
even a phone



Asynchronous Telehear In Action



INDUSTRY FIRST

TeleHear AI

Allows hearing aid wearers to manage their own sound concerns

Omega AI 24 Only



TeleHear Options

Synchronous

Remote Programming

Live virtual session
with provider

Real time changes made

Asynchronous

Remote Programming

Help request sent to
provider by the patient

Not in real-time

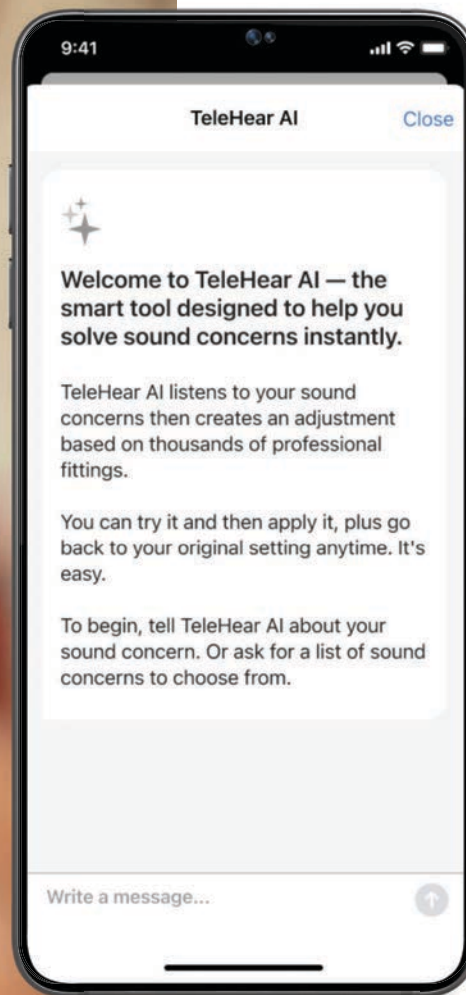
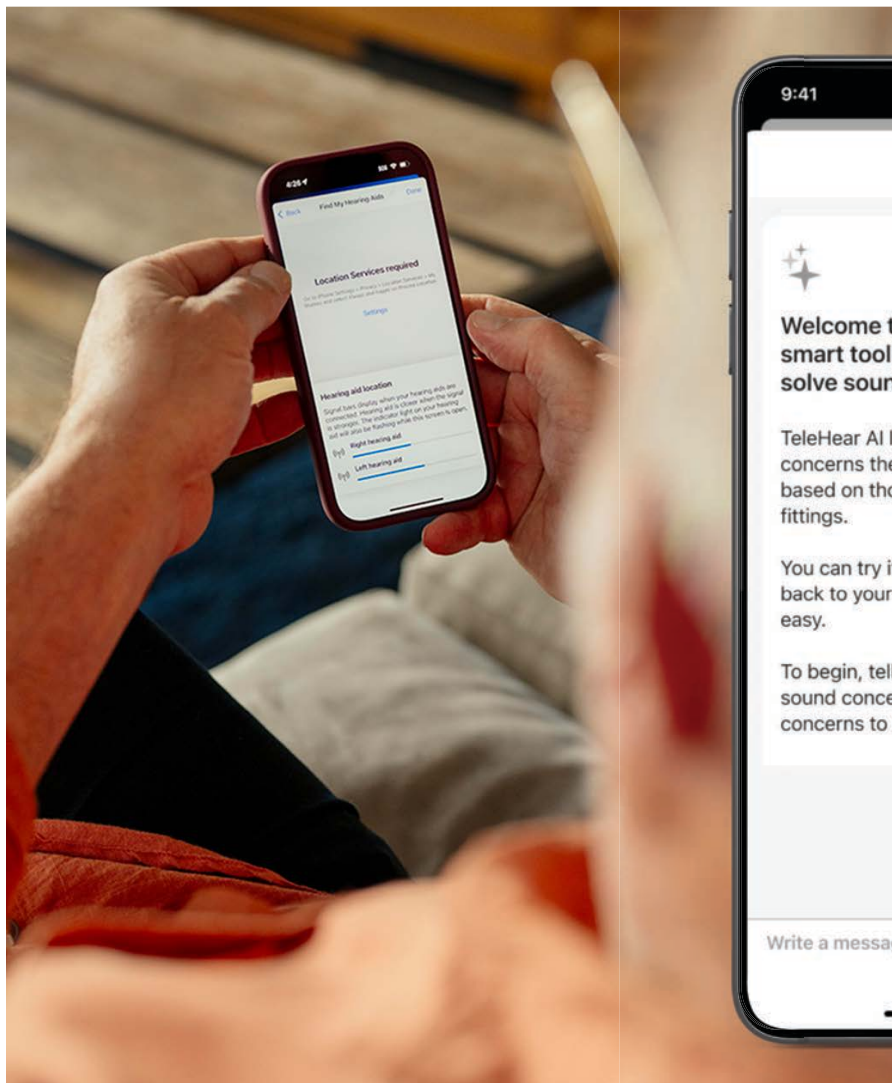
INDUSTRY FIRST

TeleHear AI

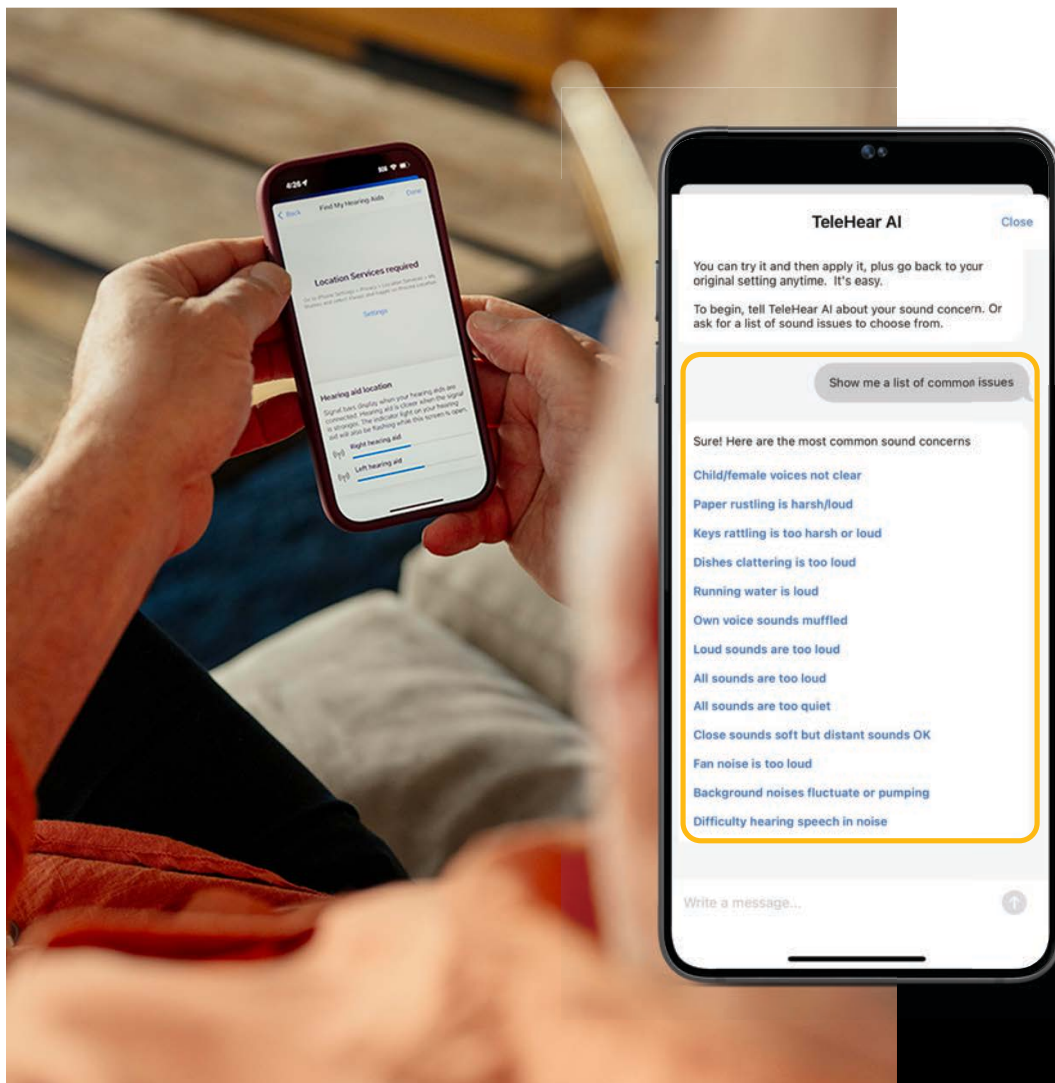
Adjustments

Patient interacts with
Gen AI technology to
improve hearing aid
settings

Real time changes made



Getting Started with TeleHear AI



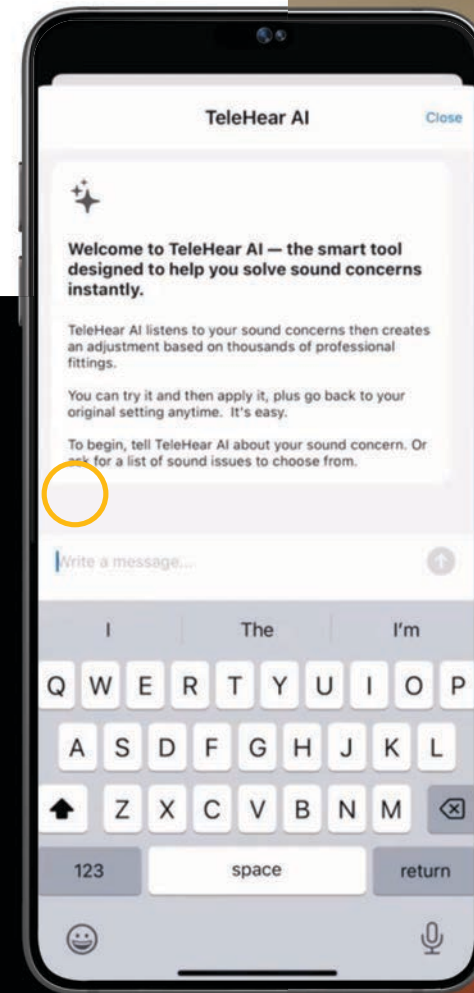
TeleHear AI

The patient is able to type or speak their sound concerns into a conversational interface

They can also ask to see a list of common issues

TeleHear AI

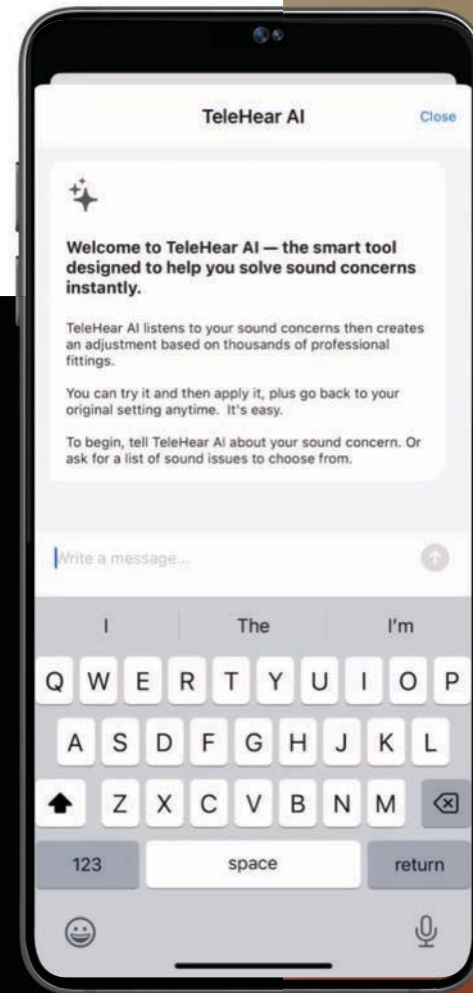
1. The patient describes their sound issue
2. AI will interpret the issue
3. AI will offer a sound adjustment for the patient to trial and compare to current settings
4. Issue is resolved, and adjustments are applied to the Personal program indicated by a star icon



TeleHear AI

The patient can try up to three proposed adjustments

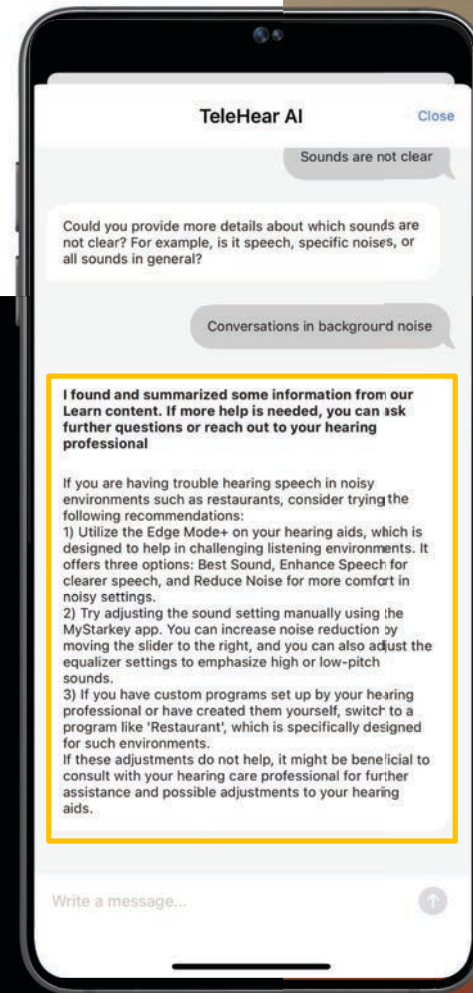
If they go through the process and do not find a suitable adjustment, they will be prompted to submit a help request to their provider



TeleHear AI

If TeleHear AI is unable to make changes, it will make other suggestions to the patient

If these solutions are not optimal, they are encouraged to contact their provider



TeleHear AI

Save for later option

Accessing later





TeleHear AI

Good to Know

Patient must have TeleHear access configured by their provider before they can use TeleHear AI

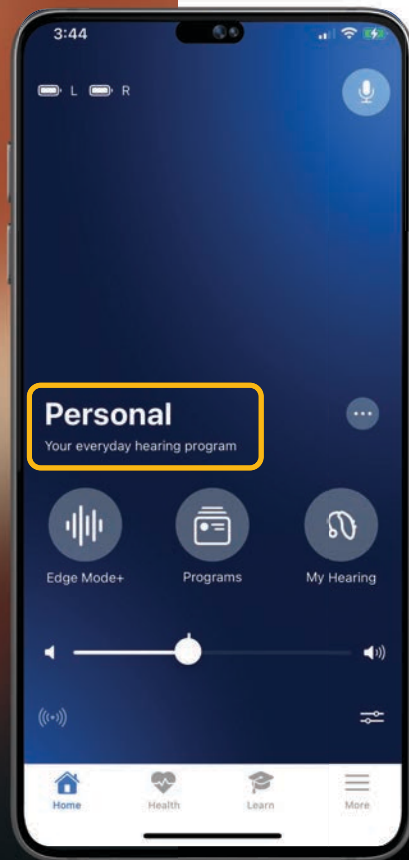
Adjustments are only made to the Personal program

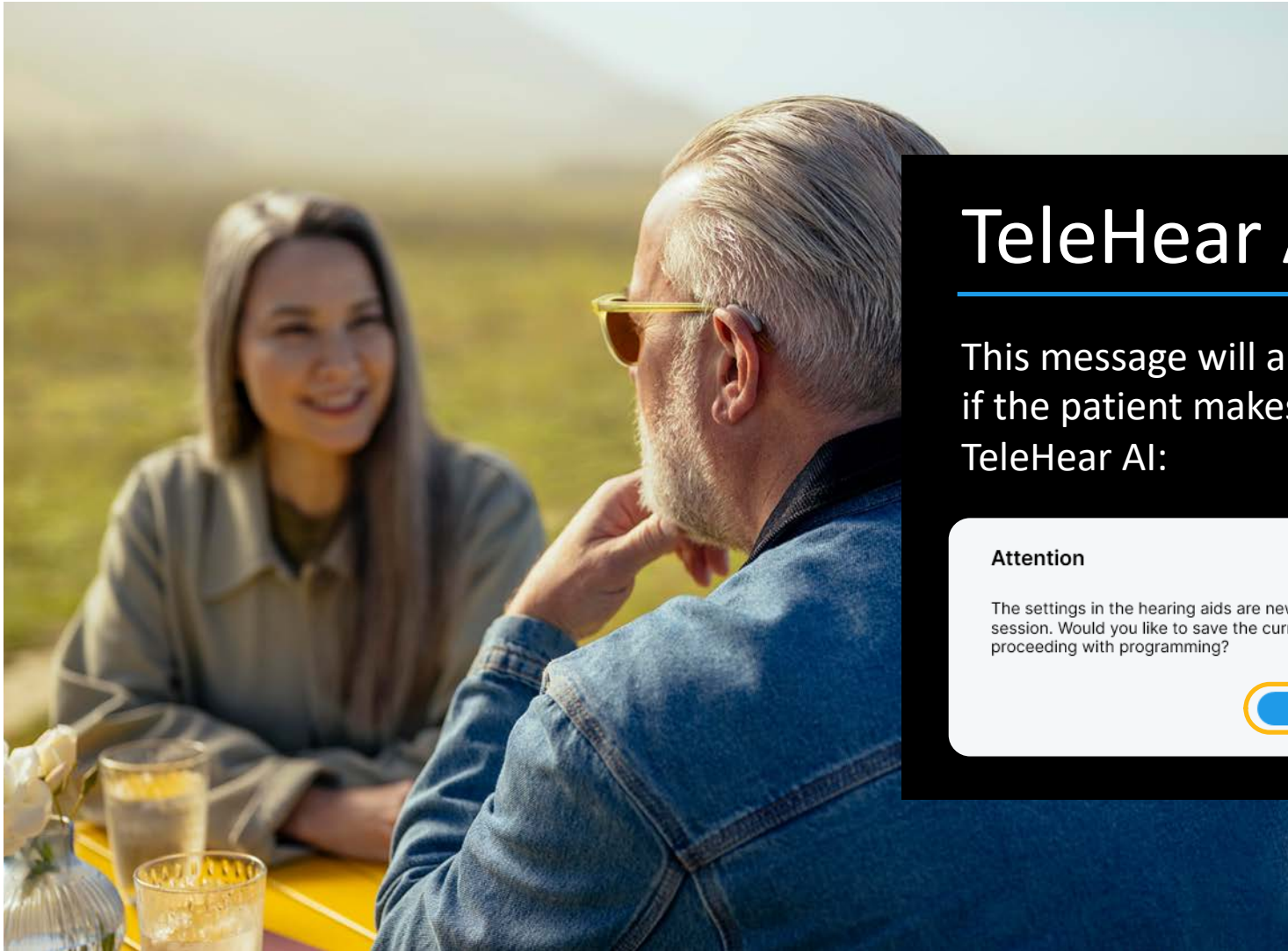
Patient may save TeleHear AI settings as a custom program

Patient can only revert to the provider's settings

TeleHear AI

Restore back to
provider's settings





TeleHear AI

This message will appear in Pro Fit if the patient makes changes using TeleHear AI:

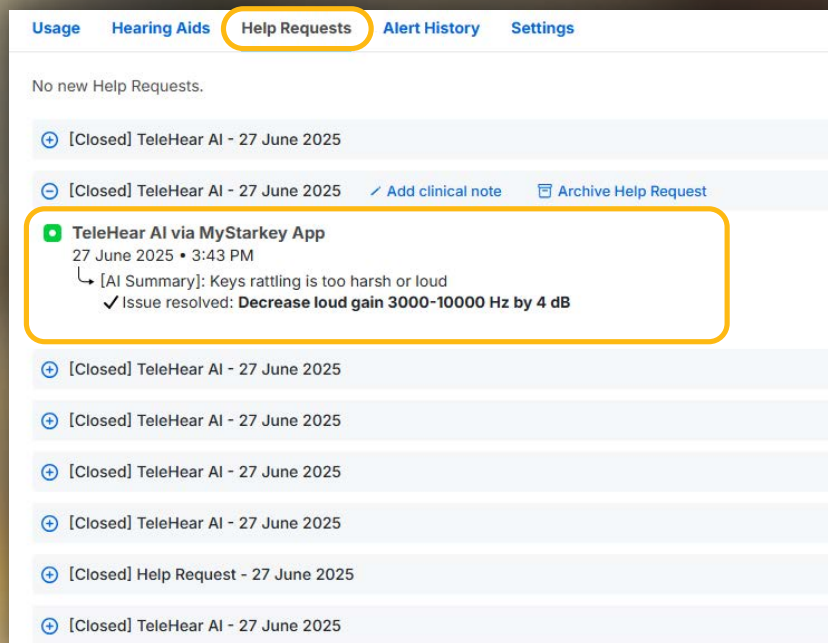
Attention

The settings in the hearing aids are newer than this patient's most recent saved session. Would you like to save the current settings to your office system before proceeding with programming?

Yes

No

Cancel



TeleHear Portal

Under 'Help Requests' the provider can see what changes were made for the patient based on their complaint

Usage Hearing Aids Help Requests Alert History Settings

No new Help Requests.

⊕ [Closed] TeleHear AI - 27 June 2025

⊖ [Closed] TeleHear AI - 10 June 2025 [Add clinical note](#) [Archive Help Request](#)

 **TeleHear AI via MyStarkey App**
10 June 2025 • 9:14 AM
↳ [AI Summary]: Loud sounds are too loud

- ⊗ Adjustment declined: **Decrease loud gain from 200-10000 Hz by 2dB**
- ⊗ Adjustment declined: **Decrease all gain 3000-10000 Hz by 2 dB**
- ⊗ Adjustment declined: **Decrease overall max output by 2dB**

⊕ [Closed] TeleHear AI - 27 June 2025

⊕ [Closed] TeleHear AI - 27 June 2025

⊕ [Closed] TeleHear AI - 27 June 2025

⊕ [Closed] Help Request - 27 June 2025

⊕ [Closed] TeleHear AI - 27 June 2025

TeleHear Portal

If the patient declines all three adjustments, it will become visible in the portal

TeleHear TeleHear AI Advantages

Appointment slot not needed
for simple adjustments

Adjustments may be
accomplished while patient is
in difficult environments

Professional programming is
intact and can be reverted
back to at any time!

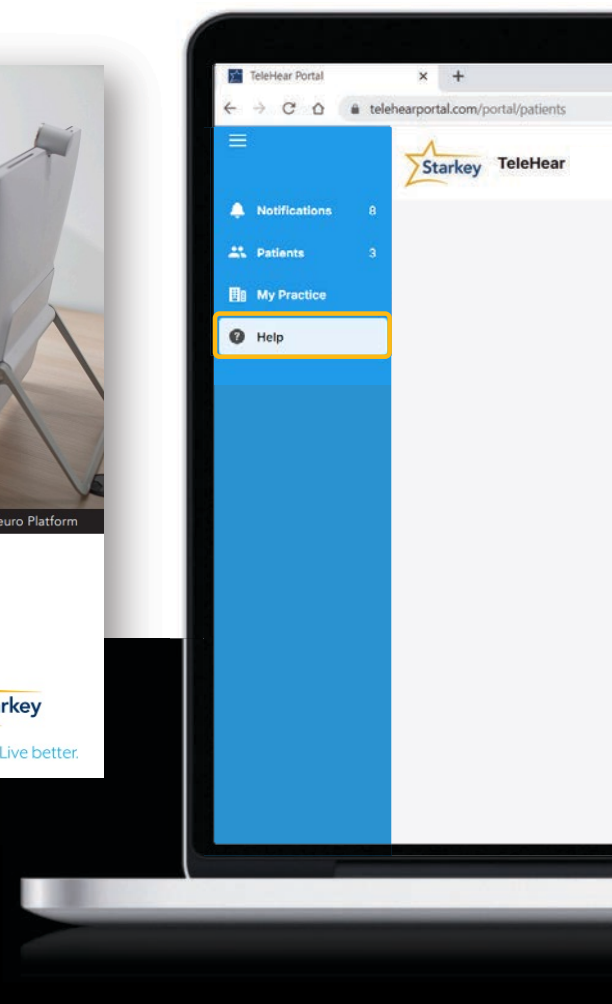
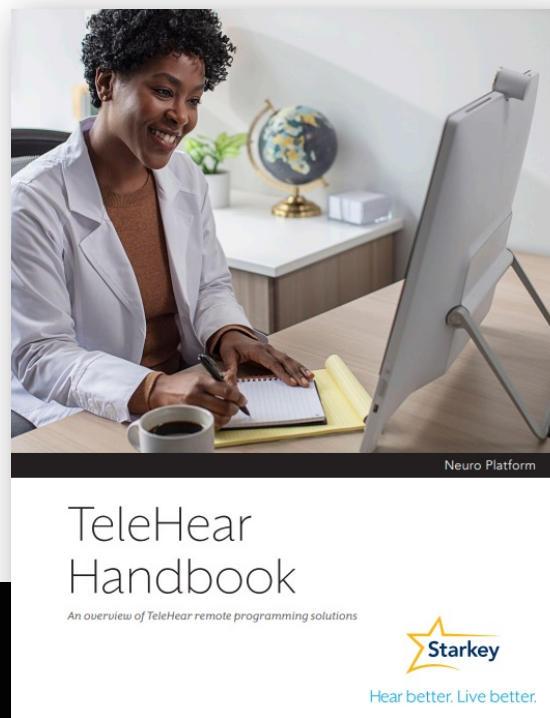




Support Materials

TeleHear Handbook

Available at [TeleHearPortal.com](https://telehearportal.com)
in the Help Section





PATIENT

TeleHear™ Resources

Neuro Platform

QUICKTIP

Prepare for a TeleHear Appointment For Patients

TeleHear is a remote programming feature that allows you to engage in an appointment with your hearing care professional via video chat. See, hear, and talk with your hearing care professional while your hearing aids are adjusted remotely to ensure the best possible hearing experience. Enjoy some added peace of mind knowing you can get the hearing help you need from the comfort and safety of your own home or wherever you happen to be.

You will need:

- Starkey Neuro Processor 2.4 GHz hearing aids
- Smart Device
- My Starkey
- Internet Connection (Cellular or WiFi)

Setup

Download My Starkey from the App store or Google Play store. My Starkey is available for both Apple and Android smart devices. For compatibility information, visit: <https://www.starkey.com/hearing-aids/apps/my-starkey/compatibility>

Pair your hearing aids to your smart device.

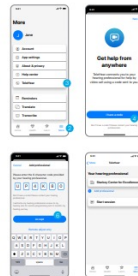
Complete the My Starkey setup process, including creating an account.

You must be signed into your account to use TeleHear. Account creation is part of the My Starkey setup process and is required.

Connect to your hearing care professional. Your hearing care professional will provide a code via a text message that will need to be entered into My Starkey. You will only need to enter the code once as part of the initial connection. Enter the code right away as it expires after 3 days.

To enter the code:

- 1 Launch **My Starkey**.
- 2 Tap **More**.
- 3 Tap **TeleHear**.
- 4 Tap **I have a code**.
- 5 Enter the code from your hearing care professional.
- 6 You will be asked if you authorize your hearing care professional to have access to your hearing aid information. Tap **Accept**.
- 7 Your hearing care professional and/or clinic will now appear in My Starkey.



Neuro Platform

QUICKTIP

TeleHear: Requesting hearing help through the mobile app For Patients

TeleHear is a remote programming feature that allows you to request hearing aid adjustments from your hearing care professional by submitting a Help Request via the My Starkey app. Your hearing care professional will make hearing aid adjustments remotely based on the Help Request and send the adjustments back to you. Enjoy some added peace of mind knowing you can get the hearing help you need from the comfort and safety of your own home or wherever you happen to be.

You will need:

- Starkey Neuro Processor 2.4 GHz hearing aids
- Smart Device
- My Starkey
- Internet Connection (Cellular or WiFi)

Setup

Download My Starkey from the App store or Google Play store. My Starkey is available for both Apple and Android smart devices. For compatibility information, visit: <https://www.starkey.com/hearing-aids/apps/my-starkey/compatibility>

Pair your hearing aids to your smart device.

Complete the My Starkey setup process, including creating an account. You must be signed into your account to use TeleHear. Account creation is part of the My Starkey setup process and is required.

Connect to your hearing care professional. Your hearing care professional will provide a code via a text message that will need to be entered into My Starkey. The code may either be entered manually or via a hyperlink within the text message. The code is only needed once as part of the initial set up process. The code will expire after 3 days.

To enter the code via the hyperlink:

- 1 Tap the hyperlink within the text message.
- 2 **My Starkey** will open and the code will be pre-filled. (Fig. 3)
- 3 You will be asked if you authorize your hearing care professional to have access to your hearing aid information. Tap **Accept**. (Fig. 3)
- 4 Your hearing care professional and/or clinic will now appear in My Starkey. (Fig. 4)

*“Using this extra technology can really set an office above the rest. As we push our services, it provides a **huge value**, allowing us to follow through with our patients outside of the office.”*

———— ***Dr. Kate Landowski*** ————

Thank you

