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Bridging the Gap with TeleHear

Presenter: Keeley Layfield, AuD

Hello and welcome to Bridging the Gap with Telehear. My name is Dr. Keeley Lacefield and I'm an education training audiologist with Starkey Hearing Technologies. Before we get started with today's course, I do want to let you know that there is a PDF handout for this presentation that you can access through your pending courses or it's posted in the chat of today's classroom and if you have any questions throughout the session, please use the Q and a portion of today's chat. I will be monitoring that and answering all of the questions at the end of today's session. And then one CEU credit hour is available if you have a paid audiology online membership.

So after completing today's course, if you go into your pending courses through AO and you'll just need to pass the multiple choice exam. If you have any issues throughout today's session, please either call the 1-800-number listed on this slide, you can email customerexperiencecontinuinged.com or you can use the Q and A window as well.

And then you're welcome to review the risk and benefits that are applicable to all courses offered through ao. I'll give you just a brief moment to review the information on this slide, but again, this will also be available in the handout.

So today's learning objectives are. After this course, participants will be able to explain how to invite a patient to telehere. They will be able to discuss how to register themselves to use Telehear, and then they will be able to identify how a patient can access telehere through the My Starkey app. So again, today's course is all about how you can bridge the gap with your patients using Starkey's Telehear technology. So before I focus solely on Starkey's Telehear system, I want to discuss a shift that we're seeing in patients and in clinics today.

So we've seen how consumer habits are trending to be more focused on experience, on convenience, on flexibility. So let's look at how blending connectivity and technology can help attract patients that rank these traits very highly. So we're seeing a shift in our typical hearing aid consumer and our typical

hearing aid patient, because the patients that we're seeing now are not only more tech savvy, but they're purposely seeking out the usage of technology daily. Almost 90% of the people within that age range of 60 to 64 have and use a smartphone, and almost 70% of that same age group are looking for different types of care online. My parents very squarely fall in this 60 to 64 age range and these stats are very true with them as well.

So with this shift we're having, you know, to focus on connectivity, having a website is key. So many patients are searching for their care options. And if you don't have an online presence or a clean and up to date website, you're missing out on potential patients. It's also important to note what different types of appointments you offer. Online scheduling and telehealth options are moving up the priority list for patients, so those should be both easy to find and mentioned if that is something that you offer within your clinic.

And we're also seeing that more and more of this boomer age range are having a presence. Social media Facebook has become very, very popular with this age group. And again, I can personally attest to this because my mom and all of her siblings have a family Facebook page where they're staying, connected with each other, they're swapping information, sharing which doctors they see and all of that. So again, this is something that is growing very heavily with this demographic of patient.

And patient expectations can be influenced by information that is found online. Again, if you don't think seniors are online, I need you to rethink that. Google partnered with a market research firm back in 2020 to understand the digital habits and behaviors of baby boomers and seniors, particularly with a focus of how they relate to health and wellness. They identified that this digital senior group are spending at least six hours a day and they're going online for a wide variety of reasons, from staying in touch with friends and family, organizing their finances. But 73% of those are looking to improve their health and wellness.

And then keep this in mind. If they're not online personally, they have family members who are. So most seniors will have people in their lives that they're considering, their trusted advisors. And so those are the people that they're going to run all of their decisions by. Again, especially when it pertains to health care and purchases in the healthcare space.

So when it comes to a digital workflow for these digitally focused patients, telehealth services are absolutely something that can and should be considered. So we've seen a huge influx of these types of services post Covid in 2020, but there's definitely a place for these within your clinic for teleaudiology services moving forward.

So again, there was a big uptick in telehealth as a result of the COVID 19 pandemic, but there are a lot of telemedicine Experts who believe that virtual care is here to stay. According to the American Telemedicine association, it is now a fundamental part of the US health care system and it will improve patient access to high quality care and it will strengthen continuity of care well beyond the pandemic, which I would say that we are now. Now there is a big need for teleaudiology services. According to the World Health Organization, one in three people need reliable access to hearing health care. And unaddressed hearing loss can cause up to 980 billion annually to the global economy due to health sector costs, cost of educational support, cost of productivity, and then societal cost as well.

And deafness and hearing loss are widespread. They're found in every single region and every single country. So again, if this is not something that you're currently researching for your office, I highly encourage that you start to do so.

So telehealth is the use of a radio, a video or some other electronic device to provide healthcare services remotely. Mentions of telehealth possibilities date back to the early 1920s, but they weren't really beginning to be adopted until the 1950s. Telehealth was first established as a Medicare service in 2002 and was limited to rural and shortage areas. And it was designed to again provide remote

services to those underserved populations who would otherwise not have access to care during the global pandemic. Unsurprisingly, the use of telehealth services across all medical fields increased dramatically.

But in a number of surveys over the last few years that were done, it was found that telehealth services are used by about 13 to 17% of American patients, and that the use of virtual care is 38 times higher now than it was pre2020.

So from the provider standpoint, I get a lot of concern from providers of how do I implement teleaudiology. You know, this has to be difficult, it has to be time consuming. But if you build it into your clinic schedule, just like you would in person appointments, it can be very easy to integrate into your day to day clinic flow. I also recommend start small. Don't think you have to go whole hog and let's just completely flip the office to be 100% telehealth.

Again, start small and kind of build up from there. Maybe you have one telehealth hour per week, and then as you build your comfort and see how that works or doesn't work for you, build to larger blocks or build to additional one hour blocks. You can also consider adding a set number of virtual appointments. That are included in care packages that you're selling to patients. You know, if you have a bundled model, maybe every new purchase of a hearing aid comes with three virtual visits per year.

You know, things to consider that way. Your Starkey team is here to help you brainstorm ideas that would work for your specific practice needs and help you get comfortable using it via practice sessions.

Now, there are a lot of different types of remote programming, so I'm going to give a quick little high level overview of those and then we'll transition into how Starkey uses each of these. And the first option you have is synchronous. Synchronous remote programming is that real time communication. You are essentially face timing your patient while making adjustments. So this feels the closest to an in

person appointment.

It's just the patient's not in your office for this. Now, asynchronous, which is sometimes called store and forward, is almost like a IT ticketing system. The patient puts in a request at their convenience when they're having a problem, and then the provider answers that request at their convenience when they're able to fit that in within their clinic rotation. And then the last area that we're seeing is an emergence of generative AI technologies that are being used in telehealth spaces. And so this is, you know, using some type of AI technology that the patient can interact with so that they can get real time changes and get that 24/7 access and support.

But the provider doesn't necessarily have to do anything to initiate that.

So the entire goal of teleaudiology utilization is so that we can, you know, improve patient outcomes by providing a higher and a more customized and efficient level of care so that patients will have a very good or positive experience with their hearing aid. So now that you know a little bit about teleaudiology and the different types that are out there, let's talk about Starkey's option, which is called Telehere. And this makes it very easy for you to treat and care for your patients wherever they may be. Now, Teleher is very easy to use, so let's take a little look at the system requirements and it's a very simple setup process as well. Now, from the patient side of things, your patient needs hearing aids and they need 2.4 GHz wireless hearing aids.

Our current product portfolio at Starkey is Omega AI. And then the patients need the My Starkey app that work with their wirelessly hear or wireless hearing aids. And then the last thing that patients need is they need a Stable Internet connection, whether that's through WI Fi or through cellular data. Now on the flip side, the professional needs NOAA or patient base, so some type of patient database, you need an Internet connection as well. And then we do recommend a web browser.

Google Chrome or Microsoft Omega are both good options there. And then you do need to have some type of webcam, headset, microphone or speakers. If you would like to use Synchronous, these can be fully integrated into your computer system or these can be external ones that you plug in. But again, if you want to use Synchronous, you do have to have all of these as well.

Now the setup process for telehear is very fast and very easy and it consists of three simple steps. Registering the practice, inviting the patient and completing the connection. So let's break down registering the practice first. So whoever is put in charge of registering the practice, they're going to establish login credentials, they're going to fill out all of the practice details. If you're in a multi provider clinic with multiple providers wanting to partake in tele here as well, then you're going to assign and invite those to participate.

And then if you also have multiple practice locations that you're going to be using tele here with, you can establish those details as well. Now government services accounts do not need to register a practice because all professionals are automatically credentialed as administrators with the same privileges. So a little bit of differences there.

All professionals in an organization can view and assist all patients. So just because I'm inviting a patient, anyone who's also in my telehear portal account as part of my administration can see any of my patients. The other thing that I want to note is if you have previously set up hearing care anywhere, which is our first iteration of telehealth as long as you can remember your login credentials. Those dashboards were pulled into the telehere portal so you do not need to re establish those, you would just log in and you can still use them. Now if you are needing to register a practice and start from scratch, then you would do that from the profile connect screen.

So when you're on that connect screen, if you go all the way to the right, you'll see the telehere portal information and there's a little link that says new account for register your practice and you're going to

click on that. Now from there this is where you would set up all of the different information. Only individuals that are designated as administrators can access the my practice section of the telehear portal and this is where additional clinicians or additional locations and preferences can all be managed. So very again, very simple and very easy to set up. It tends to take less than five minutes to get this entire process completed.

Once the practice has been registered, your login credentials are established, all the users are invited. Then you're ready to now begin inviting patients to use Tela here. And this is again a very simple and very easy process. So you'll do this through Tele here. I apologize, through Profit as well.

So on that connect screen of Profit you would log into your telehere account using those credentials you established in the registration process. Do this from the NOAA profile of the patient that you're looking to invite. So you'll see that patient's name in the invite box and then you're going to input the patient's mobile phone number. After you type that in, click Invite. This is going to text the patient that activation code as well as show it within the software.

What's really cool about the code that the patient gets is it allows them to very quickly and easily input that into My Starkey. So I'm going to run through those processes with you. Now you've invited the patient through telehere, the patient is going to complete the process through My Starkey. So with that SMS code that they receive, they also get a quick link that will take them directly to the Telehere section of their My Starkey app and will populate the code for them. Then they would need to select Accept and then go through the onboarding slides to fully complete that connection with your professional telehair portal account and their My Starkey account.

This entire setup process only needs to be done one time. So once you've invited a patient and y' all are connected through the cloud, you can conduct telehear sessions as needed. The only reason that you may want to re invite a patient is if they were to get a new cell phone. They don't remember their

My Starkey login, so they just start a new account. You would need to reinvite them, but as long as they can remember their login information from phone to phone to phone, you do not need to reinvite them.

Now let's look at synchronous Tele here because doing a live session is very simple. Let's walk through those steps. So as a high level overview for synchronous remote programming, you're going to schedule a visit with your patient. They're just not going to come to your office for that. So you're going to log into your portal account.

The patient is going to log into their My Starkey account and y' all are essentially going to FaceTime each other. The patient is going to verbalize their needs. You as the provider are going to make those adjustments and they're going to live sync to the user's hearing aids and then either one of you can complete the adjustment at that time. Now, as a professional, you can launch live sessions either through the Profit Connect screen by logging into your portal and then clicking Start Remote Session, or you can go to your TeleherPortal.com account, log in there, click on the patient and click Start Live Session. Either one is completely fine.

It works the exact same way. I personally do like to go in through Profit just so that I know I'm on that patient. I need I log in and I click Start Session. But again, you can do it either way. The patient can also join two different ways.

If you have already triggered the live session from your end, the patient will get a banner notification on their app and they can just click that to join it. Or if they would like to trigger it first, they can go to the More tab, tell it here, Start Session and run from there.

When you as the professional are logging in to the live session, you're going to launch on the data logging screen. And so then you can move to whatever screens of the software that you need to be able to. Now, there is not a lot that you cannot do in a synchronous session. Adjustments are

automatically synced to Omega AI hearing aids and so you're not having to constantly press sync. You make a click, it's happening in the device is live.

And again, you can do just about everything in your session with your patients.

What is also really cool is the AV panel has a lot of flexibility, so you can move it to different parts of your screen. If you have two monitors, you can even throw the AV panel on a secondary monitor and just have your software on one so it's not impeded visually at all. The patient can also hold up their phone, flip the camera. So maybe they're having, you know, a physical fit issue or they're worried about how to charge the hearing aids and put them in the charger. They can move that camera around on their end as well.

So not only can you help troubleshoot physical programming issues, but you can also do like physical fit issues as well. So again, lots that you can do in a synchronous session. And then I mentioned this already, but either the professional or the patient can end the call and at any time, because those changes are live synced in the hearing aids, once the patient hangs up, all they're good to go on their end. And then you, as the provider would just need to save the session so that. That is, you know, able to be viewed in future if you want to go back and look at what you've done.

So I've kind of thrown a lot of these steps at you, and maybe that you're still thinking this sounds a little complicated. I want to show you how easy this is in action. And so I've got a video of a fully synchronous telehear appointment, and you'll see yours truly as the patient.

Hi there, TV. How are you? I'm great, Dr. Johnson. How are you? Oh, I'm doing well, thanks.

Looks like it's nice and sunny where you are. Yes, I am loving this sunny and not cold weather right now. That's great. Well, tell me, what can I do for you? Hey, so I know there's a couple of programming

things I want to address, but real quick, before we get started, I want to make sure that I'm putting my ear molds in correctly.

They're new, and I'm just. I'm a little nervous I'm not doing it right. Okay, go ahead and show me those. Let me see how you're wearing those. Them.

Okay. So that one. It does look like we could push it up and just tuck it a little bit more up into that top part of your ear. Like that? Yes.

There we go. That looks. How does that feel? Yeah, that feels a lot more like in there now. Okay.

How's your right ear feeling? It feels pretty good, maybe. Oh, I. There we go. I didn't have it quite in.

There you go. You can feel the difference when it's in the right place. Yeah. Okay. Awesome.

Thank you. Oh, no worries. All right, now, what else did we need to adjust for you today? So when I'm streaming, you know, I work from home a lot, and I like to always have music playing. It's just really soft.

I'm, like, maxing out my phone volume. I've maxed out my bass on my eq, and it's just. It's soft for me, so I'm needing a little extra loudness if I can do that. Okay, no problem. I'm going to go ahead and turn all of your streaming up and then give you a little bit extra in those low kind of bass frequencies.

That's what gives you kind of that volume sensation there. Now this, you might have to just try next time you streaming and see how that sounds. We can always do another follow up if we need to adjust that some more. Okay. Yeah.

Awesome. And then what was the other thing you were concerned about? So I know you had taught me how to use edge mode through the app and I love that it helps me out in some of these, like, kind of crazy situations. But sometimes I don't want to pull my phone out. You know, if me and my husband are at a restaurant, have a date night, I don't want to be playing on my phone.

So is there a way I can use edge mode but from like the actual hearing aids? Absolutely. We can assign that as a user control. So you remember I told you we have sensors and we can actually just tap the hearing aid and activate a feature? We can do that for edge mode, definitely.

Do you have a preference? We can do right ear or left ear, or I can assign it to both. Let's do it to both. Because sometimes I have things in my hands and I just want to make sure I can do it from either side. All right.

And are you still good with your volume control on both sides? Yes. I love that volume control. So. So please, if I can keep that, I'd love to.

Yep, no problem. We've got plenty of options there for those user controls. So I do have both ears now set up to that double tap. Now, if you do find that you're either it's a little hard to get it to activate or it activates too easily, you can adjust the sensitivity of that double tap from your MyCirci app. So just go into your settings and you'll see the tap control and you can go in there and adjust that as needed.

Okay, great. Thank you. Was there anything else I can help you with today? Nope, that was it. You have checked all the boxes of what I mean, done.

So thank you. Perfect. Well, let me know how that goes. And if we need to make any more, we can get another schedule on the books. Okay, perfect.

Thank you, Dr. Johnson. You're welcome. Have a good day. You too. Bye.

So you can see there are a lot of advantages to a synchronous appointment. You can actually be programming for the appointment or programming for the patient's problem area while they're in that problem area, you know, so if their problem is coffee shops, they can actually go to a coffee shop during the day at that scheduled time, be there, and you're actively making changes for that environment. And already mentioned, and as you can see in the video you can help with physical issues as well. So if your patient, you know, maybe they live a significant amount of distance from you and they don't want to come in just to pick up an ear mold, you could drop ship it to them, but then you can talk them through how to put that on their hearing aid, how to make sure they're wearing it appropriately through a synchronous appointment. And you can reduce the wait time or length of appointments.

You know, sometimes patients come in and it does turn into a bit more of a social appointment than an actual adjusting appointment. But what we're kind of seeing, and what I experienced anecdotally myself, is patients tend not to chit, chat as much in the virtual capacity. So I could get in, do a, exactly what I needed to do, end that appointment and go on about my day. And they were happy because their needs were being met very quickly. So I do love a synchronous telehear appointment, but maybe that's not the best option for your clinic or maybe you're looking for additional options as well.

And so that's why we have asynchronous help requests as well. So again, kind of as a high level overview, the patient is going to be in a problem area, experience an issue, and they're going to submit a help request. Through my Starkey, you as the provider are going to receive an email notification that the patient has put in a help request. As you have time, you can go into your portal account, make the necessary adjustments, and then send that back to your patient. The patient is going to compare and contrast their new settings versus their old settings.

And then they're going to either accept the new settings or decline them and stay with their old ones. And you can go back and forth on the second process multiple times if that's something that you're interested in or the patient is interested in. Now, because this is not fully live in the software with your patient, it is a little bit more streamlined in what you can and cannot do. And I feel like this is a good thing because, you know, some things get lost in translation or they kind of get lost in text. So we want to have those asynchronous adjustments again, be a little bit more simple because we're relying on written communication only for those, but you still have the ability to make quick fit and fine tuning adjustments, adjusting the sound manager algorithms, you can add or remove programs and you can make adjustments to the feedback manager.

And so like, how strong is that adaptation setting? So from the patient side of Things. When the patient is needing to send a help request, they'll go to more telehere and then they'll click on professional help. After that, it will launch the kind of like, chat bot and then the users can hit get started. They're going to be asked a series of questions of, you know, what is their sound issue?

What ear is it in? What program does it affect? Is it, you know, voices? Is it music? And we're trying to drill down to what is exactly the issue that the patient is having.

And once the patient has gotten all of that, then they can hit complete help request and that will send it to you as the provider. Now they also have the ability to type any additional messaging, you know, so maybe all those different selections didn't quite encompass their issue. They can type something back to you like, hey, this is really bad in my right ear, or, you know, just whatever it may be that they feel like they need to convey. Once they've hit complete help request, they'll see that kind of completion on their screen and then it will take them back to the telehere home screen of my starkey and they'll see that they have an open request pending. Now, on the flip side, from your side of things, when you log into your telehear portal account, you will see your pending help request.

Now again, before we even get to this step, you will receive an email notifying you that you have a pending help request from your patient. So you can either, you know, leave your portal account open and periodically check it throughout the day, or wait until you get that email notification and then go into it at that way, whatever works best for your system. But once you see whatever adjustment that you have pending so you can click on the particular patient, click on the help request and you'll see all of that chat information so you can see exactly what the patient typed if they did type any additional information, what year, what program, what issue, all of that. And you can scroll and look through that as much as you need to. Once you've kind of looked at the information and gotten the details that you needed, then click on make adjustments from there.

That's going to launch you into the virtual profit system. So this is a fully cloud fit profit, and this is very different from the synchronous session. And so again, this is why we have those, like, simpler adjustment options. You still have that help request chat visible if you need to scroll through and, you know, reference back to it. But you can minimize that at any time if you're like, this is in the way I don't need that, just click that little carrot arrow and it will minimize it down.

So from the adjustment screen you will see what active program you're in by whatever one has that blue line underneath the program name. And then you will see that you can select custom programs as well. And patients can actually send asynchronous help requests specifically about their custom programs. So if you hit the downward carrot beside custom, you'll see their full list of custom programs that they have made. And then wherever you see open this is next to any program that the patient has requested requested an adjustment to so you don't have to go and hunt and like where did they ask me to adjust?

We're going to say right there open so that you know you need to adjust that one.

Now adjustments again can be made using those quick fit or those fine tuning screens. And just like within Profit you've got the table view or the slider view so that you can do whichever one makes the most sense for you. And then you will also see your feature icons. So if your patient has tinnitus activated, you'll see that tinnitus icon in that program. If you're using the acclimation manager, that experience manager with your patient, you'll see that if it's in a fixed directional program or if the directional mics are adapted, you'll see that notification as well.

So again you don't have to guess of how did you program these hearing aids previously we try to give you all the information that you need and as I've mentioned previously, you have the ability to add or remove programs if you deem that is necessary for your patients. From the sound manager screen you'll see all of the different algorithms just like you would within the Profit software. And you can adjust the aggressiveness of them as well. So a lot that you can do through asynchronous telehear and then on your feedback canceller you can adjust the adaptation settings. So from strong to subtle, subtle to strong.

And then you do also have the ability to auto adapt, adjust or use that gain management for feedback control or the mid frequency management through asynchronous as well.

Once you have made an adjustment to the applicable program then that label is going to change from open to pending. So you know, check. I've already done that one. Let's move on. If there's multiple or I'm just ready to complete it if that that's the only thing they asked for.

We also have the personalized message box, what populates Here every single time could be managed through your telehair portal in your preferences or you can simply clear all of that out and hand type whatever you would like every single time. You know, some I may kind of have a default message of thank you for your request. Try these settings out and let me know. Then maybe I'm going on PTO and I want them to know like I'm not going to check this for a week. So like, hey Emily, check

this out.

If you need further assistance, someone else from my office will be helping you. You know, again, we want to allow customization when you need that ability to do so. And then when you're ready for the patient to test it out, hit Send adjustment and that will send it to the patient for them to test out. When you're back on your telehear portal account, you will see that it has changed from make an adjustment to adjustment stent and so that's ready for the patient to test out. If you click on your adjustment snapshot, you can still see what you've done.

So you've got a lot of flexibility there.

Now what is really cool is you can also add clinical notes to any of this. So if you scroll over past make an adjustment, you see, add a clinical note and this will allow you to add any notes specifying exactly what adjustments were made for future reference if you would like that.

Now, if the patient accepts those asynchronous settings and then they come back to see you in the office, the settings in their hearing aids are not going to match the settings in your NOAA profile. So you will get this pop up saying the settings in the hearing aids are newer than what you have in noaa. If you would like to save the asynchronous settings into your NOAA profile, then you do need to hit yes on this pop up so that those sessions are then retained and they're not lost to follow up or you're not overriding and dumping back in old settings that the patient necessarily doesn't want or need anymore. So just a heads up on that.

Now, those tickets are going to remain open until the patient has accepted or declined every single adjustment or the patient has deleted the help request or the professional has archived the help request. So this is where I would say it allows for that back and forth as many times as needed.

Sometimes it's just as simple as I need it louder. You make it louder, patient accepts and you're happy.

But if you're trying to do more of that, like fine tuning where it's A little tinny and you go to make adjustments for sharpness that may take a few times back and forth to just get it quite right.

And so just a heads up on that. And then I mentioned under preferences, this is where you can change that default messaging of what populates in that chat box so that you don't have to type it every single time you're in an asynchronous adjustment. This is where you can customize that in the instance of you going out of office or maybe you need someone else covering for you. This is where you can assign which clinicians are going to get the email notifications in your stead. And you can even define the time frame that they're going to get them as well, which I think is really cool.

Once you've done everything from your end on the portal, then the patient's going to get a notification that they have new settings to try. So they'll either see that in their phone notification center or they'll see that in the app notification center with that red dot on that more tab on that notification bell in the top right corner.

Any program that has a pending adjustment for the patient to try out will also have that red dot. So for them to test and bet. And then they can click into that and they'll see that Try New Sound badge. So once they click that Try New Sound, this will bring them into the Compare feature where they can test out the new, compare it to their old, they can toggle back and forth as many times as they need and go from there. Once they decide which sounds they want to keep, hit next in the top right corner.

And then patients can save that sound setting or they can send a message back if they need further adjustments. And then all of those changes will sync to the hearing aid. If you have added a new program, when they get that notification and click on that, it will bring them to that like Chatbot screen and it will say, hey, I've added a new program for you. And then they can test it out from there and either accept the new program or decline it if it's not one that they need.

So what's really cool about Asynchronous is you can really do it from anywhere. It's fully web based, so you don't need to have your fitting software on the device that you're doing this. Now, I'm a huge fan of work life balance, so I'm not saying go do this on the weekend, but you really can do this from anywhere. And it's super fast and super easy.

Now I have a fun little video of asynchronous in action. And you know, when we're training on this, it's kind of like patient does this, provider does this, patient does this. And it kind of ping pongs. So I want to show them side by side how these work together. So the patient is going to start by submitting their help request.

And they're going to go through this particular patient saying they're struggling with their own voice, it's too loud. And it's in their personal program, which is the only program they have, but it is both of their hearing aids. And so from there they're going to complete that help request. And it does look like this patient is just typing a little extra like help message for their provider. So once they've got that typed out, they're again going to submit it from the provider.

Types of things.

As long as you're logged into your telehere account, it's auto refreshing every 15 minutes. So they see that notification pop up, they can start reading what was their issue. They see the open beside the personal, and then they can begin to make the adjustments that they need for this particular patient complaining of occlusion issues, they're going to adjust the occlusion. The clinician has decided to personalize the message back to that patient. And so they're saying, hey, I've adjusted for your voice.

Give that a try and let me know what you think. From there, they're going to hit send adjustment, going to send it back to the patient again. The patient would see that notification at that top. And then they also have a try now. So then the patient can go into their personal program and test out those new

settings, compare it against their old and see if it's something that they like or something that they don't like.

Once they've kept their new sound, you can see on the portal side of things it says patient has kept new sound. So you know that that adjustment was successful. If the patient rejected it, you would see that pop up as well, and then that would send another ticket back to you for further adjustment. So you can just see how fast these systems are moving between each other. If you were to do it live, but you also don't have to do it live, you could do it.

You know, I only check my portal adjustments on Monday afternoons or whatever. So you have a lot of flexibility there. Now the last option that I want to talk about is telehere AI and this is something that is exclusive to our Omega AI24 users. And this is something that we're introducing new. And so TeleHere AI is our usage of generative AI technology to provide the patient with real time changes.

So just like with all of our other telehere options, that lives under the more tab and then under telehere and they're going to scroll down until they see the TeleHere AI option. The patient is going to click on that. And then they're kind of very similar to asynchronous. They're going to kind of go into a chatbot and the patient's going to be able to describe the issue that they're having. And teleherai will communicate back with them if it needs more clarification on the complaint.

The patient can also ask for a list of common issues. So maybe they're like, I don't know quite how to explain the issue I'm having. Can you give me a list of common ones? And then they click on the one that makes the most sense. But just as a basis, the patient's going to explain their issue.

AI is going to interpret it. It will offer a sound adjustment for them to trial and compare. And then the issue is either resolved or the patient is then hit their allotted number of adjustments and they will then move into a asynchronous adjustment. So you can kind of see a video of this in action. This particular

patient is saying things are not clear.

And telehere AI is like, I need a little more information. What's not clear? So they're saying mostly female voices. And they're saying, oh, we understand it's mostly female voices that are hard for you to understand. Let me generate an adjustment for you to try.

And the patient's going to try that setting out. And again they can compare and contrast with their new versus their old. Once they decide they like the new, they're going to move forward with accepting that. And you can see it's a couple of different clicks to accept that. Once the issue is resolved, then when they go back to their home screen, they will see that star beside kind of that swooshy star beside personal.

So they know they are now in a telehair AI enabled program.

Now, telehair AI will only allow the patient to go through this process three times, so they can try three adjustments for the proposed issue. If they go through this process and they are not able to get a, you know, suitable adjustment for their issue, then this is where it transitions into an asynchronous help request and it goes to the provider so you can see they've denied sound two, they're also denying sound three. And this is saying, hey, we're going to consult your professional. And it sends that asynchronous help request. And now if you go into that open help request, it looks just like things did on that asynchronous side where it's like that chatbot and then you'll manage things from the portal on your end.

So I think that is a really cool assistance for patients. The other thing that I like to mention is even if they accept a telehere AI adjustment, they can always revert back to your settings. So on the home screen of my Starkey, if they click those three little dots of those program option buttons, that's going to open up that menu and then they will see restore original settings. Once they click that, they'll get an extra

pop up just like, hey, are you sure you want to wipe out telehere AI and go back to your previous settings? They can click restore.

And now they're back in the provider's personal programs. Much like with an asynchronous session, if patients are in a TeleHere AI enabled program, the next time they come to see you in the software, you're going to get that pop up of, hey, the settings in the hearing aid are newer than what you have in Noah. Do you want to accept and save these or not? If you want to override their telehear AI, hit no, get rid of those settings, dump yours back in. If you do want to save those and make them permanent, make that the new personal program.

Then you would hit yes on this pop up. What I also love about this is you can see exactly what was done in the portal account, just like you could with an asynchronous adjustment. You're going to log into your portal, you're going to click on the patient, you're going to click on help request. But instead of it being like make adjustment in the verbiage of how async works, you'll see it will say telehere AI via my Starkey. You'll see the patient complaint and what telehealer AI did to rectify that.

If this was one of those scenarios where the patient denied, denied, denied, you'll also see what three adjustments they denied what they didn't like. So for this particular patient, they were saying loud sounds are too loud. So we decreased gain from 200 to 10,000 by 2 dB. They didn't like that. We did 3,000 to 10,000 by 2 dB.

They didn't like that. We decreased overall MPO by 2 dB. The patient didn't like that either. So you can see what was already tried. So, you know, I don't need to do those.

I can move on from there.

So what's really cool about TeleHear AI is you don't need an appointment slot or a simple adjustment. And again, adjustments can be made while the patient is in that difficult environment. And then professional programming is intact and again can be reverted back to at any time. Like with all of our telehear options, a patient has to be invited to TeleHere to be able to use TeleHere AI. The only caveat is so Synchronous and Asynchronous are available for all styles, all technology tiers, as long as they meet those compatibility requirements of having wireless hearing aids.

And the My Starkey app TeleHere AI is exclusive to are Omega 24s. But you still have to invite those patients to Telehere for them to have access to that. So this is not something that you want a particular patient to have. You know they're going to pester you more than it's going to help you. Don't invite them to telehere and then they will have none of these three options.

So it's really cool that you kind of have the power. All three of these are available to you. Pick and choose the ones that you want to use with your particular patients. You know, maybe you're deciding, I only want to implement Synchronous and so you can tell your patients, hey, don't touch those two things in the app. I'm not monitoring those at all.

We're only using this one portion or vice versa. Maybe you're only interested in asynchronous. Don't talk about this one and don't talk about this one. Just focus on Async and tell your patients that's how you're going to manage things. So you've got a lot of options there.

Now, I have thrown a lot of information at you and so I want to go over some support materials so that you can begin to implement your telehear journey in the way that makes the most sense for you. Now, through Starkey Pro or through TeleHerePortal.com under the Help section, there is a complete telehere handbook. A lot of what I've gone over today is listed step by step by step in this telehir handbook. So it is a great resource to have from you as a provider in because it's a comprehensive guide on how to use this feature. Now, on the patient side of things, we have a lot of resources as well.

So we have a variety of quick tips that are designed to kind of support or reinforce the different directions and the counseling that you've given them when signing them up. So we've got, you know, kind of how do they need to input the code? How do they need to request help if you're doing an async appointment, what do they need to do to prep for a synchronous appointment? We have a variety of resources for those patients that again will hopefully offload some of the troubleshooting on your end. So if you don't ever use our quick tips, please do because they are great.

Like one to two page synopsis on specific features that are very clear to break down. And we provide imaging too, so make it very easy to use and engage with.

So as you can see, you know, Telehure is really an excellent option to provide for your patient fittings. You can counsel through them, you can still, you know, help your patients from afar, but they get that personal touch and in certain instances they get that real time communication that they're looking for. But it just kind of helps lighten the load on your clinic. As I mentioned earlier, healthcare professionals and hearing healthcare professionals, they're valuing telehealth options more and more. And this is something that patients are looking for more and more.

But it's gone a long way in, you know, increasing practice efficiency. You get better appointment compliance and you can be more flexible with your fitting solutions for your patient. Both synchronous live sessions and those asynchronous help requests provide really easy and efficient ways to provide the highest level of care for your patients. Real quick, before we finish out the day, I want to check and see if there are any questions. It does look like there's one.

Please review. When async cannot be unsaved and cannot start over the programming. So with asynchronous. Let me go back to those slides.

I think it's right.

Trying to find the appropriate image that will make the most sense. Let's look at the portal account right here.

Nope, that's not the image that I'm looking for. I apologize. When it's all tiny on my screen. There we go. Let's go back to this.

So from here, this is where you can either continue to make adjustments by again clicking on that little wagon wheel that says make adjustments or this is where you can archive the help request. And archive is just kind of like, I have completely finished out with this adjustment. I don't need to make any further adjustments for this patient. I don't want them to be able to send me any additional requests on this adjustment. This is kind of your.

In your place of where you can control what the next steps of those adjustments can be. If the clinician. I'm sorry, if the patient completely accepted every adjustment, then you probably don't want to see that one anymore. It's done. It's.

Happy archive it. But maybe in this instance, as you can see here, the patient declined the personal adjustment and they said to you, hey, this isn't quite what I was hoping for. Can you make it louder? Maybe you have concerns of like, why are they needing it louder? You know, did their hearing change?

Is there wax? Is there something physical going on? And you're like, I'm not comfortable moving forward with this. I'm going to archive it. I'm going to call this patient.

I'm going to get them on my books to come in. You've got that full power to do so. So this is where you could kind of like undo something that was done or delete out a request to keep it from moving. Ford.

So all of that control lives within your telehair portal account.

And I'm going to see if there's any more question. Questions. Let's see. Oh, thank you. Thank you, guys.

So that looks like all the questions. I am officially done for the day. I hope you guys learned a lot about telehere and feel more comfortable with it moving forward. But if it's something that you want to learn more about, reach out to your Starkey rep and they'll tag in the appropriate trainer. So thank you guys for giving me some time and I hope you have a great rest of your day.