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Remote Support with Phonak Solutions

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All right. Good morning everyone. Thank you so much for joining us today.

So we are going to be talking about remote support with Phonak Solutions.

My name is Tatiana, I'm a clinical trainer employed by Phonak. I have no other financial or non financial disclosures and below you can see the risks and benefits listed as well.

So digital transformation is a story about change. So we think about Uber, we think of how we've shifted from writing checks to paying with our phones. We think about how far marketing has changed from a mailbox full of junk mail to digital targeted advertising. And with everything from pizza delivery to childcare now available at their fingertips, customers are expecting more and more companies and industries to embrace digital as a means of doing business. And we're seeing digital transformation in healthcare as well.

Due to the pandemic, the Mayo Clinic has sped up their telehealth program by 10 years. Many hearing care providers have created an estore selling batteries, wax straps and remote microphones, TV accessories to their patients, allowing those patients to be connected to them without needing to pick up the phone, at least for a phone call. And things beyond the hearing aid are being adjusted remotely in prosthetics. The Magellan ankle, for example, can be adjusted via apps and remote support between the patient and their prosthetist to allow for worry free ambulation of the patient. So talk about digital transformation at Phonak, we are here to help you navigate this change.

Because the benefits of eaudiology are many. For patients, for their family, for you and for your practice, Remote support can be a valuable, easy to use tool in maximizing clinic time, supporting your patient satisfaction and building your business in our time together. Today I'm going to show you everything you need to know to use it, including a brand new option for your Phonak patients.

So by the end of today, you're going to be able to explain how esolutions have changed to address the recent restructuring of hearing healthcare models. Explain how to conduct a remote support session, describe different customer segments that can leverage this technology for new business opportunities, and last but not least, list the benefits of offering remote support in your clinic.

So within the general scope of healthcare, we now have a range of digital care options, collectively providing and receiving care digitally, digitally. We call this E Health. So the who, which is the World Health Organization, defined e Health in 2016 as the use of electronic means to deliver info, resources and services related to health. This definition covers electronic and mobile health, health records and analytics. And the benefits are that it can put information in the right place at the right time, it can provide service to a wider population and in a highly personalized manner.

Then within eHealth there are of course further subsets of healthcare specialties like dental, orthopedics, medical or audiological care. And when provided in this digital way, we use the E prefix. So for our purposes this is called E Audiology. It incorporates information technology and services that enable remote provision of audiologic care at each stage along the patient journey. In order to implement E audiology, we then use a suite of smart apps and solutions which we call our Phonak E Solutions.

Phonak's E Solutions seamlessly and securely connect the hearing care professional with their patients. And as with anything new, there may be some hesitation. Common barriers we see include providers not understanding how easy esolutions are to use, concerns about losing a touch point with their patient, and concerns about time in their schedule. And we're going to address all of these concerns today.

As we start this journey. I think it's important to recognize that remote support is something that our patients are open to and have a preference for. In a 2017 study by Gina Angley and Associates they

found that 86% of end users prefer remote sessions under certain conditions, conditions such as mobility issues and transportation difficulties. 60% of those end users also would prefer a remote session over a face to face session. So there is certainly an appetite for remote sessions from the adult patients point of view.

And this study was even done pre pandemic. So think about how the pandemic was a springboard for those individuals of all ages to become comfortable using technology.

So let's talk about our customers and reasons that patients may find remote support to be a good fit. If I were to ask you what patients would you recommend for a remote support session, who comes to mind?

Typically, the first answer that comes to mind is patients who have a hard time getting into your office. This might be because of limited transportation, mobility restrictions that make it hard to get in and out of the care or in and out of the office. Or maybe your patients live further away and the distance is a challenge.

On the right Here we see a study published in the American Journal of Audiology. The aim of the study was to provide insight for the feasibility and outcomes of hybrid audiology services. So hybrid in this case means, you know, a combination of in person, office and Internet based appointments. Individual total scores on the telehealth Acceptance Questionnaire or the TAQ application baseline and at the final outcomes assessment visit for 10 participants, TAQ total scores are calculated on a Likert type scale from 0 to 10 with 0 being not accepting of the telehealth and 10 being you know they're comfortable with telehealth and so the telehealth acceptance questionnaire and the Visit Specific Satisfaction Questionnaire which is also referred to as the VSQ9 were administered to gauge comfort with telehealth and satisfaction with Internet based appointments. These were first time hearing aid users.

They were aged 70 years and older and they were fit with Phonak Audeo M90 so Marvel Technology Level 90 battery size 312 telecoil hearing aids. Two Internet based follow up appointments were completed using their MyPhone app on their phones. So these results show initial acceptance and final acceptance. Every individual noticed an increase in comfort with telehealth. Even those who weren't accepting to begin with showed some comfort using telehealth over a period of time.

Teleaudiology can be an effective way to improve access to care, increase follow up rates and reduce travel times and costs.

Next, let's think about our pediatric patients and their families.

We've seen that adults adjust well to remote support from that last study. But how can we support children and their families? Children depend more on audibility of high frequency amplification as we know. They also need higher signal to noise ratio. Children need lower reverberation times and they are also less able to make use of context.

What we know is that early intervention with hearing aids or cochlear implants is associated with better outcomes for speech and language and better longer term educational outcomes such as reading comprehension and higher daily hearing aid use and greater access to language input are associated with better language outcomes. There was a study by Tomblin et al. In 2015 that found that children who wore their hearing AIDS for over 10 hours a day showed greater improvement in language scores between the ages of 2 to 6 years than those who wore hearing aids for less than 10 hours a day. We all know of this as providers, but for families sometimes this can be overwhelming.

When we look at the needs of those caregivers we see that caregivers may be overwhelmed with the amount of information that they receive that they feel confident with the physical inspection of the

hearing instrument but maybe not necessarily confident with listening checks or even maybe instructing others to do listening checks. Those caregivers may not feel confident with troubleshooting hearing instruments and accessories. Hearing aid usage is variable and so caregivers may not always know how much time the hearing aids are being worn. They also may want more information about peer support, they may want more time to discuss their emotion with their audiologist. And and so when you boil it down, really, those caregiver concerns fall into buckets of either low confidence or needs.

And similarly, in 2015, a study done by Karen Munoz showed that 66% of parents reported an audiologist taught them how to complete a listening check using a stethoscope. However, only 1/3 of them reported doing that daily hearing aid listening check and almost half of those parents so 47% did not feel that they had enough time to talk about their emotions when speaking with their audiologist, 69% of them reported that the audiologist did not help them to know what to expect related to emotions about their child's hearing loss, and 22% reported symptoms of depression. Do you feel like any of these statements are surprising to you after you fit your pediatric kiddos? What are some of the primary reasons for follow up that families may have? Is it usually fine tuning?

Is it counseling? Is it hearing aid instructions?

So there's certainly a need to support our patients and their families wherever they are in the journey because family life is a busy life as we all know, and so we do have to be flexible with our scheduling so that they can keep appointments if they have more than one different service so after school or during school. So a hybrid approach appointment is really beneficial to them also being able to meet them wherever they are in their journey because family life is so busy and they may have multiple kids in tow and they have to go find parking and pay for parking and bring those multiple children into your appointment. With a remote support approach to some appointments you can meet them wherever they are and you can gain insight into their hearing aid environment outside of your office and and you

can provide tools that could be necessary for them to be successful, such as questionnaire tools as well as counseling that you can provide. Or if the clinic is far away from their home base or really competes with other services or other after school appointments or activities where the kids can really feel part of their community. With that perspective, a remote support type of appointment goes from being this option to being really a necessity for these very busy families.

A clinical study here evaluated the attitudes of parents towards remote support. 19 pediatric patients aged 5 to 11 and their parents participated in a remote support study consisting of three visits. The parents had to rate each appointment by the convenience level, so either extremely, very, quite a little or not at all convenient. From this graph here you can see that by the third visit, 94% of the parents rated the sessions as extremely or very convenient. The one parent that stated it was not at all convenient experienced connectivity issues.

The other part of the study required parents to rate how confident they were that their child's hearing aid needs were met through that remote support session. The remote support study here revealed that by the third visit, 94% of the parents were extremely or very confident that their child's needs were in fact being met. This data indicates that these sessions were convenient and also effective. Having remote support as a pathway to care allows you to deliver high quality care in a manner that meets the needs of your patients as well as their families.

Another aspect of looking at remote support and if it's going to be successful is looking at a teens perspective. Challenges with compliance of prescribed or recommended treatments during adolescence have been noted for a wide range of conditions. We see this in audiology as our preteen and teenage patients begin to develop their identity and grow in independence. They can often become resistant to wearing their hearing technology and may disengage from our services because of that. A multi phase project conducted over 46 months in the United Kingdom explored the challenges and

benefits of using remote support with teenage hearing aid users.

Phase one of the project explored attitudes towards remote support from engaged teen hearing aid users, their parents, their teachers of the deaf and their audiologists with an interest in remote support. Phase two used a case study approach and focused on the potential of remote support as a motivational tool to re engage those teenagers who had stopped attending or often missed their clinical audiology appointments. So we had 20 participants between the ages of 11 to 19 and they had at least two missed or canceled appointments. For those of you who do fit teenagers in your clinics, you know, does this happen to you? Do you have patients who are consistently missing or canceling their appointments?

Well, these participants were offered the opportunity for two remote sessions. You can see the attitudes of these subjects right in front of you on the screen here. 89% of the kids stated they felt relaxed during the session, 93% of them said they would recommend this type of session to other young people and 89% would prefer to have remote sessions rather than travel to see their audiologist physically in person in the clinic.

These are really positive findings. The study results show that teens previously disengaged with clinic based audiology services responded favorably to remote sessions. Let me also point out here that the teenagers accepted the invitations to participate in the study despite a history of non attended clinic appointments.

Now another study here in Southeast London, cypac. So the Children and Young People Audiology Center Provides pediatric audiology services for children. And they developed a protocol after it was announced due to COVID 19 back in March 2020 that only urgent appointments like diagnost diagnostic tests for babies referred from their newborn hearing screening would be seen face to face. All of their other appointments would have to be offered virtually and services like hearing aid repairs

for example would have to be done via mail. Now, due to lack of established tele audiology services, most audiological practices partially or even fully shut down.

So as you can imagine, they really needed to develop a tele audiology protocol. And you can see here how it was triaged in person. Appointments were reserved for immediate needs of testing or impressions. Remote support appointments were used for advice or support or for checking in. And faulty hearing aids were also mailed into the clinic.

The last group where no significant actions were required. So these were placed on a waiting list for tele audiology or face to face.

Now in June of 2019. So this is before that, you know, tele audiology protocol was implemented. Only 94 appointments were able to be seen and there was an attendance rate of 84%. Now in June of 2020, a year later, there was an attendance rate of 87% and 167 appointments were had. So only 9% or 15 of the remote support appointments required an immediate face to face.

So that cypc, you know, clinic successfully implemented a teleaudiology program in their extremely busy clinic and and it increased the number of appointments that were had without compromising their attendance rate. So here are some of their findings. They found that with teleaudiology they were able to maintain excellent care where conversations are more meaningful. Families and patients reported less burden of appointments and work and schools missed while teenagers like we saw are empowered to make responsibility for their hearing. And they did recognize potential inequality as not all families have the same access to technology.

And that WI fi stability is a critical aspect in this tele audiology. But overall a very positive outcome for patients, for their families and for the providers.

We don't think of it much as this time of year, but another situation where remote support can be extremely beneficial is during bad weather. So being able to complete a remote support appointment instead of having to cancel and reschedule in an already full clinic. Busy schedule meets the patient's needs and keep things on track for them. And for you.

Think of those patients that are in care facilities, right? If they need a little extra support, caregivers are there to give them help or you know, thinking of caregiver time, picture that family member who has to take off work, drive to the patient, help them get ready, get in the car, get to the appointment, then go back home and settled before they can return back to their work. How much more convenient and efficient would it be if they could simply go to the patient, support them through the remote appointment, and then return back to their job?

Sometimes we make assumptions about our patients, especially our older adult patients and technology, right? In this 2019 consumer survey, the majority of respondents in the 55 to 64 age group value telehealth for its convenience and efficiency. Within the 65 group, their loyalty to their healthcare providers positions you to be a leader in their adoptions of digital solutions. And 25% or one out of four are already using a mobile health app. So leveraging technology to monitor, consult and provide treatment in the healthcare field is nothing new to our patients, regardless of their age.

When asked about why they would be willing to use telehealth, the 65 demographic was most interested in using telehealth to receive faster care, while the rest of the population expressed that they value the convenience that telehealth can offer them. If this survey was repeated now, it would be interesting to see how those numbers change with the additional practice we all experience with telehealth in the most recent years.

And another the number that I'd like to share here as well is that 52% of seniors are still open to using telehealth. That means that of the 47.8 million Americans over the age of 65, 24.85 million of them are

willing to use text telehealth. So as you know, we can see that is a big number there.

Another population that we don't always consider are those with vulnerable immune systems. Think of the patient undergoing cancer treatments, right? They may be experiencing hearing changes due to autotoxicity and they may need adjustments, but being out in public is very high risk for them and for their health. So think of the peace of mind during the stressful time where they can get the care they need from the safety of their own home.

One of my favorite uses for remote support is for the patient who is experiencing difficulty in a specific environment. Instead of having to rely on their description of the situation, you can complete a remote support appointment with them in that situation that they are reporting difficulty in and make make real time changes so they can confirm the improvements that you're making right now and right then. So talk about being efficient. Remote support appointments are also convenient for patients who may have difficulty taking time off work. Instead they can do a remote support appointment with you during a quick break at their job.

And let's not forget about you as the hearing care provider. You also benefit from remote support, being convenient, being efficient and being flexible.

We are starting to see emerging information about clinicians attitudes towards use of teleaudiology. So Nikki John White and colleagues completed two surveys that were done in Australia. So one was conducted prior to the COVID 19 pandemic back in 2018 and it aimed to identify user unmet needs and determine critical factors for teleaudiology success. A second survey was conducted three years later, so approximately 18 months after COVID 19 restrictions were introduced to the world. Opinions of audiologists in the survey showed high agreement that clients are interested in teleaudiology appointments, that they received training in conducting the service sessions and that teleaudiology complements in person services.

Like a hybrid approach, they found that with teleaudiology they experienced an increase in the quality of their care, high quality of relationships with new and returning patients and competence in using teleaudiology tools. Again positive perceptions among providers and hearing care professionals.

So another one was conducted prior to the COVID 19 pandemic in 2018. It aimed to identify again user unmet needs and determine clinical factors for teleaudiology success. And it included four online surveys targeted to audiologists, adults with hearing loss, parents of children with hearing loss and audiology clinic managers. Additionally, the study employed ethnographic observation, semi structured interviews and an analysis of existing tele audiology tools and methods. So in this article right here we did focus on the survey from just the audiologists and from that second survey that was conducted three years later.

So again about 18 months after COVID 19 restrictions were introduced. The surveys A1 and A2 so that first part and second part captured the following information. So in terms of demographics they did look at country of residence, they looked at years of clinical experience, location, you know, type of audiology practice, whether it was private, whether it was public, so government. They looked at the use of teleaudiology so how frequently it was being used, the types of hearing tasks provided as well as the communication technology used for teleaudiology. And we gathered their opinions as well.

So what was their willingness to use teleaudiology to perform certain services, the effect of delivering services by teleaudiology on the quality, their job satisfaction, benefits of audiology for different tasks. So factors indicating client suitability for teleaudiology and audiologist perspectives on their capabilities, opportunities and motivations towards cell audiologies. Again were described in this second part, the A2 survey as well.

Now, looking at the types of situations where remote support can be beneficial, it's easy to see there is quite a span. In fact, any individual with proper support and onboard can be a good candidate for using Esolutions.

Now we're going to get into the nuts and bolts of how to complete an actual remote support session.

Now, a remote support session takes place over the Internet using your patient's smartphone to connect to Phonak Target in the hearing care provider's office. The hearing aids are connected to the smartphone and through Target, the hearing care professional can directly make adjustments in the client's own environment or counsel on better usage of the hearing aids. Phonak Esolutions is fully compliant with the current GDPR for European and HIPAA for the US and Canada Data Protection Regulations.

To prepare a patient for remote support, all you have to do is program the hearing aids in the office. Remote support is automatically enabled when you save that session. Then you're going to pair the hearing aids to either their MyPhonak app or to the MyPhonak Junior app.

Starting in late April 2025, there is a new option available for a remote support session with Myphonak. The traditional method is where audio and video is integrated within Target and the app. However, this new option gives providers the ability to use a teleconferencing platform of their choice. So for example, if you prefer Zoom or Teams for that audio video interaction and then you could just be using the Target or the MyPhonak app connection for the programming itself. So today I am going to show you both of those methods, the MyPhonak app and MyPhonak Junior app.

Both of them offer the ability to host a remote support session. Here you'll see the compatible aids. So remote support sessions go all the way back to Marvel Wireless Hearing Aids.

From an audiologist standpoint, since remote support is integrated into Phonak Target, all you need to do is connect a video camera and a microphone to your fitting computer. A headset with microphone is usually ideal for patient privacy and giving your voice the clearest sound quality as well. Of course, you also want to ensure that you have a stable Internet connection without any firewall interruptions. We have seen many office settings, even those that are the most secure, utilize and benefit from offering their patients those remote support sessions. We do have information you can provide to your IT team regarding those firewall settings and privacy.

A quick system check will confirm that you are ready to proceed. So in Target, you're First going to go into setup, remote support and Internet and then remote support right there along the left. You can then click Connection test and the software will check to make sure you have a camera, a microphone, a firewall setup, an Internet connection and more.

When the test completes, you will see the results. If it says that remote support is not possible, you can look in the Details dropdown to see where the issue is coming from. And if issues are detected, you can reach out to our incredible software support team and they would be able to help you from there.

First, we'll look through the traditional method that is available with both MyPhonak and Myphonak junior. With this method, the patient only needs their smartphone or tablet with the app loaded onto it and the air aids already paired in the app. It's good to remind your patients to have their hearing aids and their phone at a good level of charge and to be in an area where they know the signal is strong as well.

So at the time of the appointment, these are the steps that your patient is going to take. So they're similar for both the Myphonak junior And the regular Myphonak app. So right now we're going to start at looking with the MyPhonak Junior app. So your patients again will want to be in a place with good wi fi and good data signal. They'll open the app and click into the remote support section of the Myphonak

junior.

This section may be locked with parental controls and the parents will need to remember the pin or answer like a super secret question. So your patient will click Remote support Start session and then start when it's time to join the appointment. Remember that during a remote support session, the audio is coming through the phone's speaker since we can't stream and program the hearing aids at the same time, so they may need to have that volume on their phone turned up.

The steps are very similar again in the Myphonak app. So you're going to navigate to support along the bottom menu. Right there you're going to click Start a session. There's a screen with tips for making sure they have good connectivity and that everything is charged. And they're going to click Start Remote support.

They click Join. Then they wait for the provider to initiate the connection.

On the provider side. At the time of the appointment, they will open the patient's most recent session and target. They can see that the hearing aids are paired to the phone. Then they click with audiovideo in the remote support section and this is going to initiate the connection with the patient's app.

On the screen we can see is the signal good wi fi or data and the phones charged. Turn mic and camera on or off and manage media devices. So for example, if you have an external webcam or headset, obviously with the video call portion of the remote support session, the patient can use the phone camera to show you things and you'll be able to visualize if for instance, the hearing aids aren't fully inserted or if there is debris on the earpiece. Our patient can move his phone around or flip camera views to give you visibility.

If you need to make programming adjustments, then you'll do step number two here and click on Open the fitting session.

When the software opens, you will notice that it looks identical to when the patient is in your office with one small exception. It's going to show that the programmer is the app instead of your Noah Link wireless that you typically use. Then step three is to connect the devices. Additionally, every time the hearing aids are connected in target, regardless of if that connection is in person or in a remote session, the system is automatically going to perform a receiver check. This runs an impedance check to confirm if the electronics are working, if non functioning, if detected, but the patient is not hearing anything that helps with triage and you know, to check wax filter or microphone instead.

Once the aids are connected, you have almost full flexibility to make changes, including looking at their data logging, changing their game, their programs, their features and more. If needed, you can even complete Audiogram Direct, which is our in situ threshold testing during a remote support session.

So remember that previous patient that I was talking about potentially, you know, going through chemotherapy? This could be a great tool to use with them, for example. So Audiogram Direct, because you were able to do in situ testing through the hearing aids, it's going to take into account the hearing aid, the placement of it in that patient's ear canal, the acoustic coupling, the effects of the vent as well as the receiver power. Now, I have a tip for you if you are going to use this Audiogram Direct feature within your remote support session.

Client View here is really one of my favorite things to show providers when used in the office, this is a fantastic counseling tool. You can borrow it for the trick I mentioned earlier to check the noise floor in the room when using AD in a remote support session with live hearing aids connected, you'll check the box by Client view right at the top of the screen on the black banner right next to the media player.

This is going to open a new window. The green bouncing bars here show the sound picked up at the hearing aids microphones in the office. You can add phonemes to the display and visually show your patients what they are hearing without amplification and the difference that hearing aids can make for them. In the case of our remote support session patient, we can look at the unaided view if the green bars aren't bouncing or for example if they're unexpectedly low. You can have your patient check for blockage on the microphone ports or decide from there if we need to have them drop off their hearing aid or send it in to you by mail.

This client view can also be used when you're performing audiogram direct remotely to confirm that the patient is in a quiet room for testing. Simply have everyone sit without speaking and then you'll be able to see the noise floor.

Client view is a one click way to see if the microphones are picking up sound.

A few features are not available during a remote connection, so Firmware Update Although starting with the myphonak app version 7.1, some updates can be completed through the app feedback test. We have an exciting update here with the new Infineo Ultra and with Infineo, the regular Infineo Rechargeable Ultra as well as the Infineo Sphere Ultra. The new feedback test can now actually be done over a remote support session.

Another feature that is not going to be available though is restricted mpo so you cannot increase over the last place it was set at in the in person session and then measuring ucls as well via the in situ audiometry is not possible. So all changes happen in real time. Just like if you were programming those hearing aids via the Noelink Wireless in person in your office. In the event of a disconnection, the hearing aids will revert back to the original settings before the session even started and remote support will always read the fitting from the hearing aids connection.

Last step is really just to save and exit. When you close the programming session, the video call is still going to giving you time to wrap up the appointment and then you just hang up the call. It really is a very smooth and easy process with Target version 10.1 and the MyPhonak app version 7.1. As I mentioned previously, you and your patients can experience the perfect blend of your choice of video conferencing platforms and remote support with Phonak. This is especially handy if your clinic has a specific platform that they require you to use for this patient for this sorry, the patient will need their smart device with the app that the hearing aids are paired to for programming and their computer or other device that they will use for that separate audio and video.

The option to offer remote support without the integrated audio and video needs to be activated in the Target software. So you know if your office would like to offer that option, you're going to find it under the same setup right there. You go to Remote Support and Internet, then you click Remote Support section where you completed the system check in the software. The Without Audio video option will be grayed out and you will get a notification if the patient's app version is not compatible. So for example, if they are using MyPhone Act Junior or they have an older version of the app prior to the 7.1, after they've updated the app, you can click the refresh symbol right next to the paired to phone and the system will recheck things for you.

So let's see what this new process now looks like. You will already want to be connected via your video conferencing platform of choice. So if you're using Zoom or Teams or you already want to be logged on there, you can then walk the patient through this process. Note that this view is the Target standalone in Target within noaa, the Remote Support section will show on the center left of the screen and remind the patient of course to not answer phone calls or stream music or audio during the session. So on the left here I am going to show you what the patient is doing.

So they're opening the MyPhonak app and navigating to support. Click Start Remote Support Session and follow the prompts. Then the provider is going to click Start Remote Session without Audio video. Once the provider initiates the session from Target, the patient will see a number code on their app and they will tell that code to the provider. The provider is asked for the code from the patient and enters it in right there.

As you can see, once that connection is established, the provider can open the programming session, detect the hearing aids and proceed.

There we go. So like before, you will save and close the session before ending that remote support connection.

We have some resources available to support you in this process. The remote support tear off here shows how to pair to the app on one side and on the other side of it it's going to show how to start the remote session for you. The Remote Support appointment postcard is also a nice way to remind patients of the steps to start the session. And all of this is available in digital and print from the Phonak Estore.

As you're incorporating incorporating teleaudiology, let's review some of the things to Consider when you're setting up remote support in your clinic Office Infrastructure requirements so again a good Internet connection is required for remote support, WI fi or that lan bandwidth at least 5 millibits per second is needed. And consider the environment where your setup is. You will need a quiet room ensuring of course privacy Staff readiness so as with anything in your clinic, everyone needs to be aligned and we know that trying new things can be daunting. But you are audiologist wear technologists so you work with technology every day and I'm sure you will be able to do this.

Regulatory requirements so we recommend checking with your professional governing body for location specific information regarding licensing and certification billing record keeping. As for the patient selection, you know, consider who the best patients are for remote support. Remember really anyone with proper training and support can be a good candidate for this and appointment setup. We recommend scheduling these appointments as you typically would in your regular in person schedule. Ask your scheduling staff to confirm the appointments as you typically do and review the requirements so a good battery reserve on that patient's smartphone and on their hearing aids as well as a strong Wi fi signal.

In closing, let's talk about the benefits for you as a hearing care provider and for your practice.

As I've worked with providers adopting esolutions into their practices, their initial reservations tend to be similar. Will the patient feel taken care of without being face to face in the office? Will I have the ability to effectively make the changes I need to remotely? Is it simple enough for patients to use? Their experiences can be summed up by one of my providers who stated, once I learned how to use it and tested it with a few patients.

Those concerns disappeared in the study on E Audiology completed by Vanderbilt University that we referenced earlier. Regarding the participant satisfaction, they also evaluated their providers responses. Providers found high satisfaction with the stability of the technology, the efficiency of IT versus face to face visits and good outcomes. While providers may be hesitant to try eaudiology, once they do try it, they really tend to like it. In addition to what we see in this formal study, providers have also chimed in on their experience using Phonak Esolutions in their own practices.

They shared feedback like we still have the personal aspect of building a relationship with the clients because we still see them. I can meet the needs of my clients equally whether it is through a remote support session or in a face to face encounter. I find my clients to be more satisfied when utilizing

remote support as it offers convenience for them.

Offering esolutions allows us to fit a wider range of clients who live further away from the office, who have commuting difficulties or mobility issues. These statements here they show that both the clients and the hearing care providers are satisfied with the level and quality of care provided by esolutions as compared to a face to face encounter. There is still an opportunity to maintain client trust and a personalized relationship, especially via remote support done in real time. As one hearing care provider said, esolutions are not designed to replace face to face encounters. Rather they are alternative services both hearing care providers and clients can take advantage of.

So providers recognize the benefits in being able to meet their patients needs. By offering esolutions benefits you and your practice as well, among other things, including E Solutions in your business model. This provides differentiation, cost savings, expanded patient reach and increases efficiency and your workflow. It is also going to build resiliency and ensures you have flexibility to continue to provide services in our unknown future. Let's hear from a provider on the differences esolutions have made in her practice.

Hi, my name is Christine Jones, Vice president of Audiology at Phonak and I'm here today with Christina Massey, owner of the Woodlands Hearing Center. And Christina, you've really been a pioneer in E solutions in your practice. You've also taken told me that it's opened up some new opportunities for your practice. Yeah, the remote sessions have been really helpful just because it opens up time now that I can spend with more new patients because now instead of waiting for somebody that's late or maybe spending a lot of time with stories and things like that, we just set up a remote session appointment and so it's really cut all of our follow ups in half. And so do you feel like you're able to meet their needs as well as you would have been able to do in a face to face?

I almost feel like it's better because not only do I see the situation they're in, they can take me to the room they're having trouble in. So if it's not echoey or there's dogs barking or there's things going on, the TV's loud and you can hear it and you can see what their situation is. So it's been super helpful at least kind of narrowing in on what their actual problem is. Yeah, I think it's really exciting. There's a lot of evidence that esolutions can be equivalent to a face to face, but the fact that they could be even better outcomes.

They'll miss me so they'll come in. I know that it's really exciting to hear how these new tools have been implemented so successfully in practices like yours. And if you'd like more information about Phonak Esolutions, please visit us at Phonak Learning.

There. We've heard from one provider, but I will tell you from talking to offices across the country that she really isn't unique in her experience. Providers have been pleasantly surprised at the difference offering E solutions can make to their day and to their business model. And now it's your turn to test it out in your clinics.

So today we've discussed how Phonak Esolutions are a safe, convenient and engaging way to work with your patients. You've learned how esolutions have changed to address the recent restructuring of hearing healthcare models. You've learned how to conduct a remote support session, how different customer segments that can leverage this technology for new business opportunities, and the benefits of offering remote support in your clinic. So what is your key takeaway here with us today? Have we sparked interest and opened horizons on how remote support can be used?

I really sure do hope so. If you have additional questions, please reach out to your Phonak team. They will be able to help you and are happy to do practice sessions with them. And in the meantime, you know, I do have a Q and A box where you can put in your questions in right here today if you are needing any clarification about anything we discussed, including the studies that were shared or the

setup in Target or doing it on the app with or without the audio and video.

So I know we have a couple minutes left, so I'll look at the Q and A here to see if there's anything else that needs to be answered.

All right.

It doesn't look like we have any questions, so hopefully everything we talked about today was good and clear for you. So if that is all, I want to thank you again all so much for joining and I hope you have a good rest of your day wherever you are. Thank you all so much. Bye bye.