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Signia Quick Tips: Telecare

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Hi everyone, my name is Dayle Paustian and I am a Clinical education specialist for WSA in the Northeast. Thank you for joining us today to review our Signia telecare options in Connexen. Let's get started. One on one appointments take time for both you in the clinic and your patients, especially your patients who live farther away or cannot drive and rely on other transportation options. In view of this and listening to our customers, we wanted to prioritize a streamlined process for telecare.

With that being said, Connexx 10 will be an asynchronous format, meaning that fitting adjustments can be made remotely and sent directly to your patient's app wherever they are. As a result, the benefit is your time in the clinic and your patient's time as well, making this much more efficient, making Telecare easier better than ever. For those who are familiar with our previous telecare options, audiovideo calling is removed from Connexx 10. By utilizing an asynchronous format, it provides a more stable user experience and improved clinical efficiency. As mentioned before, asynchronous telecare and Connex 10 will apply for the Experience platform or the X platform and newer for older platforms Prior to the X platform.

Direct remote fine tuning will still be an option.

So now that you are so excited about this feature and ready to start using it in your practice, let's review what you need. It's very simple. Only two prerequisites are required for Signia Telecare. First, you as a provider needs to be registered and logged into telecare and Connex. If you are not registered, no worries, it's simple.

Go to telecare.net and click register. Complete all the required fields on the registration page. You will need your Signia account number. After completing your registration, you will receive approval via confirmation email.

The next step is that your patient is activated for telecare through Connex and set up for Telecare and the Signia One app which is our brand new app on our Max platform or a previous Signia app which is compatible with IX and Prior. So again with you and our asynchronous format with telecare, you as a provider instead of having your patient return to the clinic for follow up, can call your patient or their communication partner and or caregiver from your office phone. Gather information on how they are doing and then make adjustments right from your office and send it over to your patients through the app or via a link. Now I'm going to walk you through how our Telecare Works in real time.

So again, for those who don't know how to pair, it's very simple. We're going to open up the Signia One app, pair your Signia hearing aids by taking them out of the charger, putting them in pairing mode, and boom, it'll Connexx right through the app. The benefit of this is that you no longer need to go into the Bluetooth menu of the phone. The hearing aid and the phone will talk to each other and pick the Bluetooth protocol. So again, your patient needs to be again paired to the Signia One app and then you need to log into your telecare.

So once you activated and registered an account, you'll use that login and your email and password to log into Telecare through the Connex platform.

Then you need to activate your client, which you can put their cell phone number right in that option. Right there. Your patient will receive alert that they should download the app, which you've already done in case they didn't. They'll also receive an alert and then now your patient needs to be activated for Telecare.

Very simple. You go into more Connexx to Telecare, read the data privacy compliance, and then Connexx to telecare.

So now that you as a provider are logged into Telecare, what you're going to do is pull up their previous session.

Let's say your patient's doing really well, but they need some further adjustments. The great thing about our Connexx software is you as a provider can control how our AI works in real time. Our data insights can provide you further information on what to adjust as well. So when you go into our sound strategy, it'll automatically go into conversation. This means you are adjusting for how well the patient hears conversation with or without speech.

Moderate noise is as similar as your restaurant or your cafe situations. You can adjust how the directionality works and the gain offset or the frequency response in that specific situation. You can do that for moderate noise and you can do that for loud noise. This is a huge improvement for those who are familiar with a dynamic soundscape processing screen that is applicable for all inputs. While with our sound strategy and acoustic intelligence, you can specify which inputs it's for.

And with ambient sound, you can adjust for noise in specific situations. Here's the frequency response for soft environmental noise. If your patient's sitting at home, here's the refrigerator humming and it's very distracted by that. You can adjust for that specific situation. Remember, AI is always adjusting in real time as well, figuring out what scene they are in.

Let's say they're walking on the streets and they are distracted by a lot of the car noise or traffic noise. You can then make it move it more balanced for them with the gain offset in that specific situation. Again, there's so much flexibility and control that you as a provider can do for your patient. Now it's very important that before you send over the adjustments that the session is saved because you want to see remote fitting as an option. So you are going to save the session, name it as your follow up visit.

And then once it's saved what you'll want to do is check Telecare and the option remote fitting should be there.

So as I mentioned before, you can send this over via a link for an email or better right through their app because then your patient is going to get a notification.

So your patient will open up their phone and they can see that there's a new update available. They can view the update and update right now and that's going to inherit all the adjustments you made remotely right over to their hearing aids through the Signia One app. So you'll click Update now.

It's very simple, it's very quick and then once completed, it'll let them know it's successful. And there they have it, their new adjustments. Very efficient for you as a provider and your patient.

Thank you again for joining us today to learn about our Signia Telecare options. If you have any additional questions, please do not hesitate to reach out to your dedicated sales team and your dedicated clinical education specialist. Thank you.