

Scheduling decision tree

Remote Support or in-person appointment

As more clients request Remote Support sessions, consider items 1, 2, and 3 for appropriate appointment scheduling*



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Technology

-  • Phonak hearing aids without wireless direct connectivity
- Inadequate Wi-Fi
- Non-compatible phone
- No myPhonak or myPhonak Junior app

-  • Phonak hearing aids with wireless direct connectivity
- Adequate Wi-Fi
- Apple¹ or Android² smartphone, supporting Bluetooth³ 4.2, iOS 12.0 or Android 7.0
- Downloaded myPhonak or myPhonak Junior app

 **Schedule in-person appointment**
 Mr. Jones, we need to do an in-person appointment this time, but thank you for your interest in Remote Support. Your HCP can tell you more about it at your appointment!

 **Schedule a Remote Support appointment**
 Mr. Jones, would you be available for a Remote Support video appointment on _____?

Remote Support sessions complement in-person service delivery! They can be straightforward and similar to an in-person visit even with the use of technology.

Encourage family attendance for both types of visits!

* Be sure to inform your staff of individual clinical preferences and office protocol which may pre-determine appropriateness of the type of appointment scheduled.

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