

Phonak

Fast Facts

Set clients up for Remote Support success

When integrating eAudiology into the clinical pathway, one consideration is to ensure that the clients you identify as candidates ([eAudiology Client Profiling tool](#)), are empowered and set up for a successful and enjoyable experience. This is critical when providing support online, as with Phonak Remote Support.

What is it?

Phonak Remote Support allows hearing care professionals (HCPs) to connect with, assist and support clients' listening needs from a distance. Clients can have their hearing aids adjusted and optimized via the myPhonak app.



Phonak Remote Support via Target fitting software for the HCP and the myPhonak app for the client

Why use it?

Time and distance are two factors which may restrict a client from visiting their HCP.¹ Remote Support provides a way for you to stay connected with your clients, and remotely provide an efficient, effective and convenient service in real-time.

How to use it?

Step 1

Ensure your computer is set up with microphone and camera access, that you have a PhonakPro account with Remote Support enabled, Phonak Target 6.1 (or later), and good internet connection (you can use the speed test within Phonak Target to test this: Go to Set up > internet > online services > test internet connection).

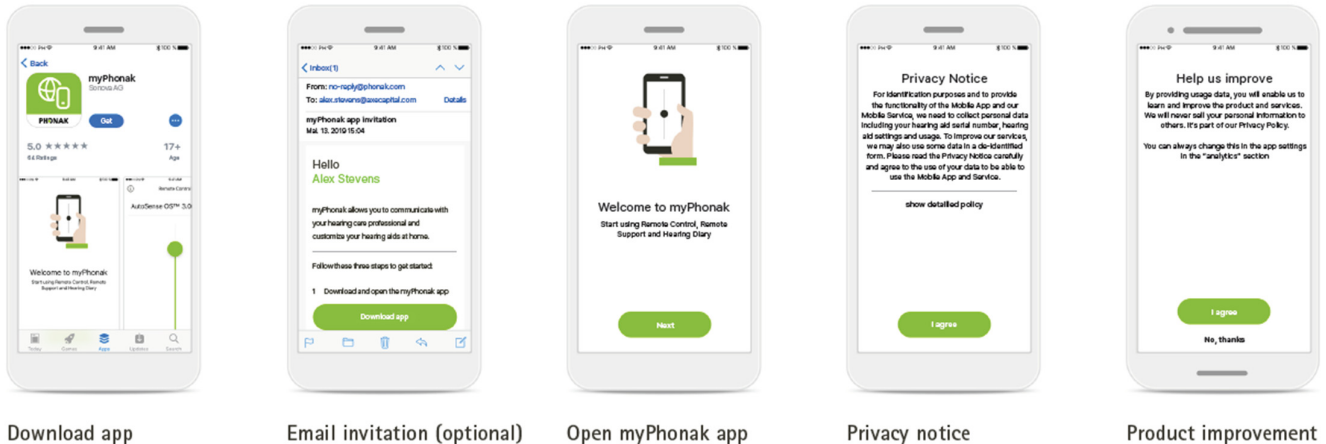
Step 2

Ensure your client is fitted with Phonak Marvel™ hearing aid technology and has access to a compatible Android™ or iOS® smartphone. You can check this via the [Compatibility Checker](#) on [PhonakPro.com](#).

Step 3

Send an email invitation to your client via the Phonak Target fitting software. Upon opening the invite, your client will be prompted to download the myPhonak app, accept your invitation, complete the app setup, and pair their Marvel hearing aids to the app. See the [myPhonak 3.0.0 User Guide](#) for further details.

HCPs who regularly use Phonak Remote Support recommend helping clients set up the myPhonak app and perform a test run in the office. This may be done by the HCP themselves or by a trained hearing care assistant.



Steps to install the myPhonak app

Step 4

Provide a short checklist guide to your clients as a reminder of Remote Support success factors. This list may include factors such as:

- Ensure a strong and stable WiFi connection is available before the call
- Do not walk away from your phone or hang up before the fitting session has been saved
- This is a live video call where both parties will see each other
- Have a quieter space to move to if your environment gets too noisy, so you can hear the other person
- Have a family member or friend join you on the call, if possible. This provides a familiar voice for you to listen to when hearing aid settings are adjusted.

To learn more about Phonak Remote Support set up and use, visit phonakpro.com, or contact your local Phonak representative.

References

¹ Angley, G. P., Schnittker, J. A., & Tharpe, A. M. (2017). Remote Hearing Aid Support: The Next Frontier. *Journal of the American Academy of Audiology*, 28, 893–900. doi: 10.3766/jaaa.16093

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