

eAudiology

A study review

Definition of eAudiology

Remote provision of audiological services, e.g. by email, chat, video or audio conference



Benefits of eAudiology

Helps overcome distances and mobility issues, allowing for fast and convenient access to hearing care

eAudiology – hearing care of the future?

Meta analysis show...

Successful telemedicine implementations¹ have

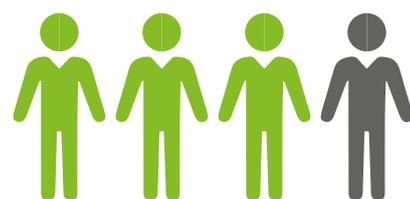


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reliable technological systems

stakeholder buy-in



More than **3** out of **4** patients are open for eAudiology.²

Hearing care professionals' attitudes

Quantitative study³

- **220** hearing care professionals
- Questionnaire



Qualitative study⁴

- **11** hearing care professionals
- Interviews of 1-2 hours

Results:



- + Accessibility
- + Faster appointments
- + Convenience

eAudiology is well-suited for

- Aural rehab
- Consulting / answering questions
- Follow-up appointments



- Reduced relationship quality
- Less trust
- BUT: It's a gut feeling...

eAudiology is not well-suited for

- Screening / diagnostics
- New patients
- Children

For which clients?



eAudiology in follow-up adjustments⁵

23 patients



Incl. **19** experienced hearing aid users

67.1 years

Results:



face-to-face

vs.



digital

Objective measures

- Measurements
- Performance in noise
- Overall sound quality



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Subjective measures

- Satisfaction with
- Appointment
- Service

Despite the objective measures being identical, the patients were slightly more satisfied with the face-to-face appointments.

► Patients still need to get used to digital services.

Hearing care professionals believe that eAudiology can contribute to better accessibility to audiological care. Nevertheless, the willingness to conduct eAudiology appointments depends on the task and the patient group.

¹Broens, T. H. et al., 2007. Determinants of successful telemedicine implementations: a literature study. Journal of telemedicine and telecare. 13(6): 303-309.

²Interne Studie von Phonak, 2018.

³Singh, G. et al., 2014. A survey of the attitudes of practitioners toward teleaudiology. 53(12), 850-860.

⁴Singh, G. et al. (eingereicht)

⁵Singh, G. et al. (im Review)