Phonak
Digital hearing healthcare guide

Digital technology is critically important for addressing clients' needs remotely (WHO, 2019). The purpose of this guide is to introduce you to Phonak tools for offering digital hearing healthcare. This is not a replacement for the traditional face-to-face model of hearing healthcare. However, this guide provides suggestions for incorporating Phonak eSolutions into hearing healthcare when face to face visits are not possible or desired. It is recommended that clients visit their hearing care professional (HCP) for an in-clinic appointment at the earliest possible time for continued audiological care.

This guide is designed for clients who meet the following criteria:

- Require fine tuning of their hearing aids and/or follow-up appointment

or

- Have valid diagnostic results* and are interested in new hearing aids (new or experienced users)

and

- Have a compatible smartphone (with access to 4G or Wi-Fi)
  Note: Compatibility can be checked using the Phonak phone compatibility checker
- 18 years and older

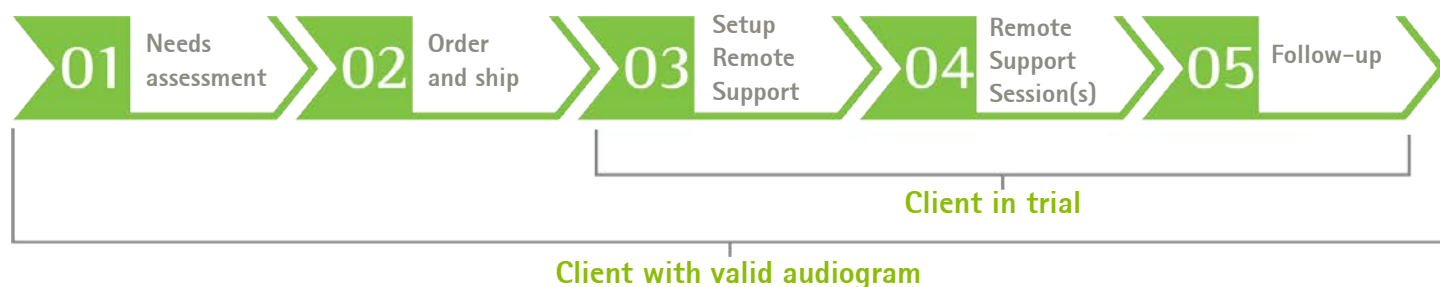*In accordance with local regulations and/or applicable laws

Compatible Phonak hearing aids:

- Audéo Marvel
- Bolero Marvel*
- Naída Marvel*
- Virto Marvel*
- Audéo B-Direct**

*Clients who already have custom earmold or have an ear impression scan available can be considered for these new hearing aids
**Only compatible in certain countries for the digital pathway

The digital service delivery model has 5 steps:

01 Needs assessment	02 Order and ship	03 Setup Remote Support	04 Remote Support Session(s)	05 Follow-up

Client in trial (steps 03–05)

Client with valid audiogram (steps 01–05)

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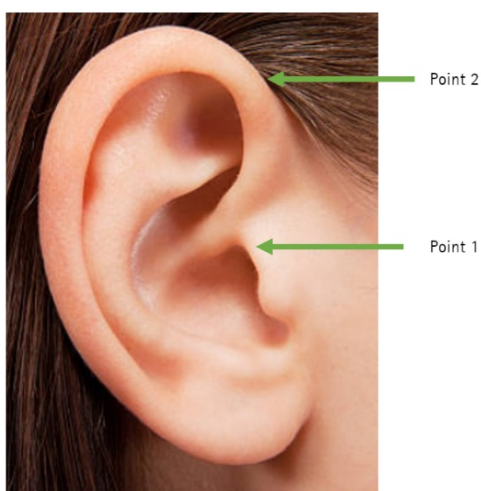## life is on

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Family-Centered Care is an approach to healthcare which is associated with better outcomes, that recognizes the vital roles families play in audiological treatment and rehabilitation (Singh G et al., 2017). Clients should consider having a family member, friend or caregiver accompany them on their digital hearing healthcare journey.

1. Needs assessment

Schedule a consultation and invite the client to include a family member, friend or care giver in the call if appropriate. A video call might be preferred over an audio only call, as visual cues may improve understanding for those with hearing loss. During the consultation explain to the client the digital service delivery pathway and discuss, as well as evaluate, the following:

- That you have the most up-to-date information for your client's record, including an email address.

- Hearing aid candidacy based on a valid audiogram and hearing health history.
  - Take a case history and consider using the Consumer Ear Disease Risk Assessment (CEDRA). If you suspect a client needs medical clearance to proceed, consider a referral to a medical professional.

- Readiness for the digital hearing healthcare journey using the myPhonak app candidacy checklist.

- Discuss client's hearing needs and goals using a hearing aid outcome measure such as the Client Oriented Scale of Improvement (COSI).

- Hearing aid recommendations
  - Select appropriate hearing aids with client
  - Use the At-Home Ear Measurement Guide to determine the appropriate receiver or SlimTube length from client photo. Proper receiver or tube length should be visually confirmed at the first remote fitting.

- Obtain informed consent from the client to follow this digital hearing healthcare pathway prior to ordering hearing aids and arrange an in-clinic follow up visit.

2. Order and ship

Place your order through the Phonak eStore or via customer services. Please indicate if you are completing the initial fitting using Phonak Remote Support, so that we can include the appropriate information to help get your client set-up.

The At-Home Ear Fitting Guide can be used to determine receiver or slim tube length. Dome size and type must also be specified when ordering. Multiple dome sizes should be ordered and included in the shipment to the client in case adjustments are needed.

The Getting Started with Phonak Remote Support user guide and/or myPhonak app user guide should be emailed or included in your shipment to the client. These user guides include instructions on installing and using the myPhonak app including Remote Support.

Once the hearing aids have shipped, schedule a digital appointment with your client to support them throughout the unboxing and set-up process.

Direct-to-Clinic Shipment
Program the hearing aids appropriately and consider verifying hearing aid output using test-box coupler measurements. When programing the hearing aids do not exceed the estimated feedback threshold. Attach suitable receivers and domes, including additional dome sizes if needed, repackage and ship hearing aids to your client. Follow local guidance for information on how to safely repackage the hearing aids and materials before shipping.

For "Client in trial" start here

3. Setup for Remote Support

There are four steps for your client to get set-up for Remote Support. The first three steps can be completed by the client independently, although you may choose to do this together.

> **Note:** Step three and four is only required for specific countries (United States of America, United Kingdom, Germany, Canada, France, Switzerland, Australia, Spain, Italy, Republic of Ireland).

These are the steps your client may be able to complete on their own using the myPhonak app user guide:
1. Downloading the myPhonak app
2. Pairing the hearing aids to the myPhonak app
3. Registering a myPhonak account (if required)

This final step must be completed with your help:
4. Send the Remote Support invitation to the client using the Remote Support Fitting Guide instructions (if required).
    Note: You must create a new Target fitting session with the hearing aids before sending the client a Remote Support invitation.

1. Select client in Phonak Target
2. Click [New Session]
3. Click [Instruments]
4. Select your client's hearing aids
5. Click [Save and close session]
6. Leave "Database" checked
7. Click [Save]
8. Send eSolutions invite

4. Remote Support Session(s)

The Remote Support Fitting Guide includes system and equipment requirements, set-up and step-by-step instructions which will support you in the initial programming and/or fine tuning of your clients' hearing aids remotely.

During the Remote Support session the following steps should be considered:

- Visually check the physical fit of the hearing aids in the ear
- Instruct your client on changing dome size. A How to change the dome video can be sent to your client to assist with this

The Feedback & real ear test is disabled during a Phonak Remote Support session. If feedback is present, reconsider acoustic coupling or reducing gain. To check which frequency bands to reduce, change the view of the curve display to Output, select SPL real ear from the dropdown menu and tick show real time display.

Explain hearing aid functions and handling, including:

- Information about battery life and changing batteries or charging
- Hearing aid care and maintenance
- Multifunction button
- Bluetooth connection for phone calls and streaming media
- Provide counselling and aural rehabilitation as appropriate

Ongoing fine tuning may be completed using various features within the myPhonak app including Hearing Diary (as available).

5. Follow-up

Continued client support may include remote and/or in-office follow-up sessions, as well as supporting clients' hearing goals and needs.

The digital pathway is not intended to replace traditional audiological care but can serve as a powerful tool to support your clients' hearing needs during this time of stay at home orders and physical distancing. Phonak recommends that a face-to-face audiological assessment be completed at the earliest possible time.

6. Disclaimer

Please note that this document or Sonova does not provide you with legal advice. We also encourage you to consider your local requirements and whether following this digital hearing healthcare journey allows you to fulfill the technical standards that apply to you.

References:
WHO guideline: recommendations on digital interventions for health system strengthening. Geneva: World Health Organization; 2019.
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Singh G, Barr C, Montano J, English K, Russo F, Launer S. Family-centered audiology care: Emotion and reason in hearing healthcare. Hearing Review. 2017;24(5):30-32