

# Phonak

## BRIDGE to clinical care

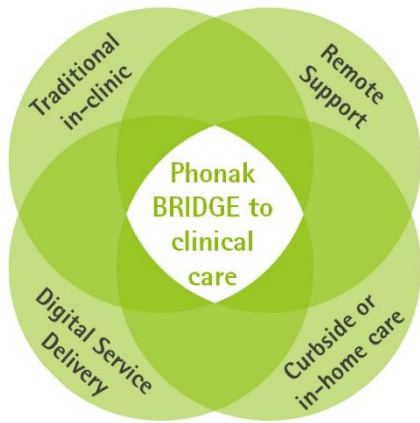
### Blended Real-Time Interactions and Digital-Guided Experiences

During the COVID-19 crisis, Phonak accelerated the delivery of new eSolutions and web-based services to deliver quality hearing care during stay-at-home orders and social distancing. The global restrictions on movement have called for agility and an alternative service delivery model for hearing care. As restrictions ease and clinics and practices begin to reopen, there is a new need for change to ensure the continued safety of both clients and providers. Getting back to business in this new stage of risk management means making the most of limited face-to-face contact with the most critical audiological processes, implementing new infection control procedures, and screening clients for possible exposure to the virus before they come into the clinic - all while finding a way to offer individualized care for all clients and continuing to generate new business.

This guide describes new clinical recommendations that incorporate audiological best practice in a blended-care approach to hearing healthcare. For early and recent adopters of eAudiology, this blended clinical approach offers security for sustainable practice amidst various levels of social restrictions. For those who are new to the Digital Service Delivery Model ([DSDM](#)), please reference the Phonak Digital hearing healthcare guide in the [appendix](#) to get started.

The basis for a successful hearing aid fitting and rehabilitation program is determined through outcome measures and includes<sup>1</sup>:

- a family-centered care approach,
- a comprehensive diagnostic audiological assessment,
- defined personal listening and communication goals,
- a prescription-based hearing aid fitting including verification,
- effective orientation and counseling.



In the following recommendations you will see how these elements can be continued in daily clinical practice, with minimal face-to-face contact to reduce COVID transmission risk, while still providing best practice audiological care.

Depending on the level of social restriction necessary and the profile of the patient, each step of the hearing journey can be designed to safely meet individual needs using the blended service approach including traditional in-clinic assessment, Phonak Remote Support, Digital service delivery and other adapted services such as curbside care and in-home care.

Our priority is to ensure the safety of clients and professionals. Therefore, we recommend clinics strictly adhere to their local regulations regarding use of personal

protective equipment (PPE) and infection control techniques. Where possible, using masks with clear panels over the mouth and/or remote microphones like Phonak Roger™ or the Phonak PartnerMic™ can facilitate communication with clients from a safe distance.

Example client profiles	Traditional client with no social restrictions	Modern, "tech savvy" client	Traditional client needing social restrictions and high level of support	In-home care for high risk client
<b>Case history</b>	Face-to-face with family-centered care approach involving family member, friend, or caregiver.	Virtual pre-assessment; include family member, friend, or caregiver if possible.  Send intake materials via email ahead of time including:  - What to expect throughout the process - COVID-19 screening  Ask client to complete the materials with family member, friend, or caregiver before the virtual appointment.	Send intake materials in the mail and ask client to complete with family member, friend, or caregiver prior to the in-clinic appointment:  - What to expect throughout the process - COVID-19 screening  At in-clinic appointment, review intake materials and invite family member, friend, or caregiver to join via phone or video conference.	Send intake materials in the mail and ask client to complete with family member, friend, or caregiver prior to the first home visit appointment:  - What to expect throughout the process - COVID-19 screening  At first home visit appointment, review intake materials and invite family member, friend, or caregiver to join via phone or video conference if not present.
<b>Goal setting</b>	Face-to face with family-centered care approach involving family member, friend, or caregiver.	Abbreviated goal questionnaire or COSI can be completed as part of intake materials and reviewed during virtual pre-assessment.	Abbreviated goal questionnaire or COSI can be completed as part of intake materials and reviewed during in-clinic appointment.	Abbreviated goal questionnaire or COSI can be completed as part of intake materials and reviewed during first in-home appointment.

Otoscopy, full diagnostic audiometry including speech	In-clinic.	In-clinic.	In-clinic.	In-home.
Discussion of results; device selection* for those ready to begin hearing aid trial	In-clinic – may be a separate consultation.	In-clinic.	In-clinic.	In-home.
Measure for coupling (receiver size/SlimTube) and take ear impression(s)	In-clinic – may be a separate consultation.	In-clinic. Take ear impression(s) and store in case earmold(s) needed later.	In-clinic. Take ear impression(s) and store in case earmold(s) needed later.	In-home. Take ear impression(s) and store in case earmold(s) needed later.
Programming and verification	In-clinic at a separate time – during the fitting appointment with clients own hearing aids.	<p><b>In-clinic –same appointment</b>  <b>Option 1:</b>  <u>Pre-program with Phonak Marvel Trial</u> devices including verification.</p> <p>Load pre-programmed settings into client's devices once available and ship to client per DSDM guide.</p> <p><u>Stock hearing aids</u> may be used if Phonak Trial is not available.</p>	<p><b>In-clinic – same appointment</b>  <b>Option 1:</b>  <u>Pre-program with Phonak Marvel Trial</u> devices including verification.</p> <p>Load pre-program settings into client's devices once available and either ship to client per DSDM guide or fit curbside if location allows.</p> <p><u>Stock hearing aids</u> may be used if Phonak Trial is not available.</p>	<p><b>Option 1:</b>  Pre-fit with Client's devices per DSDM guide including test box/coupler measures.</p> <p>Deliver during separate in-home fitting appointment and adjust as needed or fit curbside if location allows.</p>
		<p><b>In-clinic –same appointment</b>  <b>Option 2:</b>  If no Trial/stock devices:  Measure RECD/REUR during the in-clinic assessment appointment.</p>	<p><b>In-clinic –same appointment</b>  <b>Option 2:</b>  If no trial/ stock devices:  Measure RECD/REUR during the in-clinic assessment appointment.</p>	n/a

		Pre-fit with Client's devices (including MPO) using RECD if measured and then ship to client following DSDM and Remote Support.	Pre-fit with Client's devices (including MPO) using RECD if measured and then either ship to client following DSDM and Remote Support or deliver and fit curbside.	
<b>Demo and practice handling and management:</b>  - batteries change/charge - alerts - cleaning - insertion - on/off	In-clinic at a separate time – during the fitting appointment with client's own hearing aids.	<b>Option 1:</b> Video instruction and/or independently.  <b>Option 2:</b> During first Remote Support session.  <b>Option 3:</b> Group 'AR' onboarding webinar together with other clients at the same time.	<b>Option 1:</b> Video instruction.  <b>Option 2:</b> During first Remote Support session.  <b>Option 3:</b> Group 'AR' onboarding webinar together with other clients at the same time.  <b>Option 4:</b> Curbside if location allows.  <b>Option 5:</b> Home visit if required.	<b>Option 1:</b> During in-home fitting appointment.  <b>Option 2:</b> Curbside if location allows.
<b>Ongoing counseling and aural rehabilitation</b>	Face-to face with family-centered care approach involving family member, friend, or caregiver or in a group meeting.	Via Remote Support, phone call or curbside if location allows.  Virtual group Aural Rehab.	Via Remote Support, phone call or curbside if location allows.	Via Remote Support, phone call, or curbside if location allows, or additional home visits.
<b>Follow-up</b>	Face-to face with family-centered care approach involving family member, friend, or caregiver.	Phone call check-in.  Via Remote Support.  In-clinic if required.	Remote support.  Curbside if location allows.  In-clinic if required.	In home.  Phone call check-in.  Curbside if location allows.

**Compatible Phonak hearing aids:**

- Phonak Audéo™ Marvel
- Phonak Bolero™ Marvel
- Phonak Naída™ Marvel
- Phonak Virto™ Marvel
- Phonak Audéo™ B-Direct (not available in all countries)

## Phonak Trial™ Marvel

**Phonak Trial** devices are available for every Phonak Marvel RIC and BTE hearing aid model. These trial devices allow you to customize a client trial fitting by programming any of the 4 technology levels into the device directly through Phonak Target in the clinic. With a blended approach to clinical care, trial devices offer an affordable and unique opportunity to complete a first fitting including real ear measures. Using Trial devices as a proxy, in this way, captures all the information needed to document a first fitting during an extended assessment appointment. The verified settings can be saved in Target and transferred into the client's own hearing aids when received. Trial devices remain in the clinic, available for use with other clients following disinfection. The coupling used for the trial device fitting can be stored and later attached to the client's own hearing aids. Once settings are transferred, you can proceed with either shipping the hearing aids to the client as described in the Phonak Digital hearing healthcare guide or offer a curbside fitting if your location allows.

### To program a Phonak Trial device:

- Before opening a client session, set the desired performance level in Phonak Target under [Trial and tools], then [Trial hearing aids].
- Click on [Configure], select the fitting device and [Continue].
- Turn the hearing aid off and on again to connect to the software.
- Select a hearing aid and desired performance level and [Continue].
- The software will configure the performance level selected.
- When complete, start the process for the other side.

The process of fitting Phonak Trial devices is no different than any other Phonak Marvel hearing aid. Real ear measures can be completed and adjustments made as needed, saved and documented for the fitting.

### To transfer settings from a trial device to the client's hearing aids:

- Remember to use the same receivers/SlimTubes and domes from the Phonak Trial fitting
- Open the previous Phonak Trial fitting session and select [settings from Phonak Target] and save.

If stock hearing aids are available, these could be dispensed at the first in-clinic appointment or used in place of Phonak Trials for pre-fitting; however, real ear measures or settings may not always be equivalent if devices are not the same model or technology level.

## Digital service delivery model (DSDM)

The digital service delivery model (DSDM) mentioned above is outlined in the Phonak Digital hearing healthcare guide. This guide describes how existing and potential new clients seeking immediate treatment for their hearing loss (with or without previous audiometric data) can be supported during COVID-19 clinic closures. DSDM is not a replacement for best practice audiological care. However, the guide provides suggestions for incorporating Phonak eSolutions into hearing healthcare for any client when face-to-face visits are not possible.

## Curbside care

In recent weeks we have seen clinics and practices begin to offer a new type of service delivery called 'curbside care'. This approach allows clients who may not be suitable candidates for Remote Support to have access to services while still using appropriate distancing. Curbside services are not available everywhere, as clinics must have an appropriate location in order to be able to meet clients curbside and have programming access.

Curbside care can be considered for:

- practices that are on the ground floor with either parking or drive up space directly outside the clinic.

- settings where fitting equipment can be moved to a different room for better access to a client's hearing aids through a window, door or even a wall.
- clinics in larger buildings without direct access to a parking area may be able to set up a table or station in or near the lobby or just outside.

Curbside care can include drop-off and pick-up of accessories, batteries, and devices needing or returning from repair. Curbside can also include fitting appointments and remote adjustments if programming capabilities are available within range.

**Phonak BRIDGE to clinical care** offers audiological best practice in a blended mix of real-time appointments and digitally-guided interactions to provide individualized hearing healthcare for any client. It allows clinics and practices to get back to business with limited face-to-face services while keeping safety a priority for both clients and professionals.

## Disclaimer

The different functionalities under the digital pathway do not replace or serve as a diagnostic hearing assessment. Please consider your local requirements and whether following this digital hearing healthcare journey entirely or partially, allows you to comply with applicable laws and regulations, including fulfilling the technical standards that apply to you as hearing care professional.

### References:

1 American Academy of Audiology (2006). Guidelines for the Audiologic Management of Adult Hearing Impairment. Retrieved from: [https://audiology-web.s3.amazonaws.com/migrated/haguidelines.pdf\\_53994876e92e42.70908344.pdf](https://audiology-web.s3.amazonaws.com/migrated/haguidelines.pdf_53994876e92e42.70908344.pdf)

# Phonak

## Digital hearing healthcare guide

Digital technology is critically important for addressing clients' needs remotely.<sup>1</sup> The purpose of this guide is to introduce you to the suite of Phonak tools which can be used to provide 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.

During the COVID-19 crisis, Phonak has accelerated the delivery of new eSolutions and web-based services to deliver quality hearing care during the stay-at-home orders and social distancing. The global restrictions on movement call for agility and an alternative service delivery model. This guide describes how existing clients requiring ongoing care and potential new clients seeking immediate treatment for their hearing loss with or without previous audiometric data can be included into this digital pathway. 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:

- ✓ Have or are interested in compatible Phonak hearing aids
- ✓ Have a compatible smartphone (with access to 4G or Wi-Fi)\*
- ✓ 18 years and older

\* **Note:** Compatibility can be checked using the [Phonak phone compatibility checker](#)

### Compatible Phonak hearing aids:

- Phonak Audéo™ Marvel
- Phonak Bolero™ Marvel\*
- Phonak Naída™ Marvel\*
- Phonak Virto™ Marvel\*
- Phonak Audéo™ B-Direct\*\*

\*Clients who already have a 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:



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.<sup>2</sup> 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:

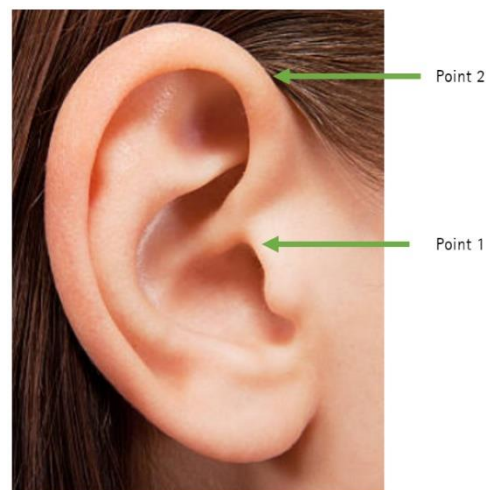
- Obtain informed consent from the client to follow this digital hearing healthcare pathway. Informed consent must also be obtained prior to ordering hearing aids.
- The most up-to-date information for your client's record, including an email address.
- Hearing aid candidacy and hearing health history using either:
  - **A valid audiogram or**
  - **Estimated hearing threshold results from the Phonak Hearing Screener**

The Phonak Hearing Screener is a tool that shows ear specific estimates for dBHL at specific frequencies. The Hearing Screener can be emailed to the client and the results sent back to you. It is not intended to serve as a diagnostic hearing assessment or to replace it. Instead, it is a way to identify individuals who may benefit from amplification, but unable to attend a face-to-face initial assessment. If the client proceeds with hearing aids, it is recommended that a full diagnostic assessment be performed as soon as the client is able to come in for an in-office appointment.

- Case history and consider using Consumer Ear Disease Risk Assessment (CEDRA). If you suspect a client needs medical clearance to proceed, refer to a medical professional.  
**Note:** The CEDRA is only available in English.
- Readiness for the digital hearing healthcare journey using the myPhonak app candidacy checklist.
- Hearing needs and goals using a hearing aid outcome measure such as the Client Oriented Scale of Improvement (COSI).



- Once you have evaluated the clients candidacy for amplification and this digital service pathway, select the appropriate hearing aids together with the client. Use the [At-Home Ear Measurement Guide](#) to determine the appropriate receiver or SlimTube length from client photo, see example photo below. Proper receiver or tube length should be visually confirmed at the first Remote Support session.



## 2. Order, pre-fit and ship

Place your order through the Phonak eStore or via customer service. 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 Measurement 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.

Pre-fit or program the hearing aids using either a valid audiogram or an estimated audiogram based on Hearing Screener results. The MPO cannot be increased via Remote Support. When pre-fitting, it is recommended to raise the MPO by 3 clicks, using the double arrow button in Phonak Target, while also checking that MPO does not exceed 120 dBHL. This will ensure headroom is available during the Remote Support session if hearing thresholds have been underestimated and adjustments are required remotely. Verify the settings in a test-box coupler before shipping to the client and then perform AudiogramDirect at the first Remote Support session.

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.

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

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

**Note 2:** For other countries where the invite process is not required, to activate Remote Support in compatible hearing aids for an existing client, the hearing aids must first be connected to Phonak Target in the clinic. Upon saving the session, Remote Support is activated.

These are the steps your client may be able to complete on their own using the Getting Started with Phonak Remote Support user guide:

1. Downloading the myPhonak app
2. Pairing the hearing aids to the myPhonak app
3. Creating 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).

## 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
- Consider using AudiogramDirect which has been enabled for Remote Support and offers in-situ hearing testing to confirm audiometric estimates obtained from the Phonak Hearing Screener or a past audiogram. See the [Phonak step-by-step guide AudiogramDirect with Phonak Remote Support](#) and [Phonak FAQs - AudiogramDirect with Phonak Remote Support](#) for further information.

**Note:** A full diagnostic assessment should be completed as soon as possible.

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

Schedule a Remote Support appointment within 48hours of the fitting.

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 Support 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.

## Disclaimer

The different functionalities under the digital pathway do not replace or serve as a diagnostic hearing assessment. Please consider your local requirements and whether following this digital hearing healthcare journey entirely or partially, allows you to comply with applicable laws and regulations, including fulfilling the technical standards that apply to you as hearing care professional.

### References:

1 WHO guideline: recommendations on digital interventions for health system strengthening. Geneva: World Health Organization; 2019.

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2 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