



Hearing Care Anywhere Live Sessions

Synchronous remote programming



Hearing Care Anywhere Live Sessions allows the hearing professional to make remote hearing aid programming adjustments in real time using a two-way audiovisual link between themselves and the hearing aid user.

Who will benefit

Hearing professionals who want to provide face-to-face interaction to patients when they are unable to come into the office. Patients that prefer to speak to their hearing professional directly when having their hearing aids adjusted may prefer this option over the asynchronous Remote Sessions option.

Why patients will want it

Live Sessions allows patients to have hearing aid adjustments completed from the comfort of their home. Patients get a personal connection with their hearing professional even when they cannot be seen in the office.

How it works

Patients call their hearing professional's office and schedule an appointment as they typically would. At the time of the appointment the patient uses the Thrive Hearing Control app to join the Live Session.

The hearing professional starts the Live Session by selecting the patient in the Hearing Care Dashboard within the Inspire X fitting software.

Once the session is started the patient and hearing professional are able to see and hear each other via a live connection.

Where to find it

Live Sessions is available with all Livio Edge AI, Livio AI and Livio products, styles and technology tiers.

Livio Edge AI	Livio AI				Livio				
2400	2400	2000	1600	1200	2400	2000	1600	1200	1000
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Visit starkeypro.com.au/livioedgeai for styles and specs.

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How it helps you

Problem — With the COVID-19 pandemic, patients may not feel comfortable coming in to the office for adjustments to their hearing aids.

Solution — Live Sessions allows the hearing professional to meet the patients' needs while staying safe during the pandemic. Hearing health care is especially important during this time of social distance and isolation.

Proof points

- 1 in 5 people would switch doctors for video visits.
- Research on remote programming apps has shown no difference in satisfaction between remote programming adjustments and in person adjustments.

Set up



Professionals — [Visit this page](#) for Hearing Care Anywhere information.



Patients — Can [watch the Hearing Care Anywhere video](#) to see how to activate it.

To learn more

- Visit starkeypro.com.au/livioedgeai
- Read our [white papers](#)
- Check out [training opportunities](#)
- Contact your Starkey representative today

REFERENCES

- 1 Ashford, K. (2017, January 30). *1 In 5 People Would Switch Doctors for Video Visits*. Forbes. <https://www.forbes.com/sites/kateashford/2017/01/30/videodoctor/?sh=104fdb910ce>
- 2 A Smartphone App to Facilitate Remote Patient-Provider Communication in Hearing Health Care: Usability and Effect on Hearing Aid Outcomes Elizabeth Convery, Gitte Keidser, Margot McLelland, Jennifer Groth Telemed J E Health. June 2020; 26(6): 798-804. Published online 2020 Jun 3. doi: 10.1089/tmj.2019.0109.

