TeleHear Remote Fitting

Table of Contents

In this guide, you will find ideas you can apply and modify to your specific situation and opportunity.

Topics covered include:

System Requirements

TeleHear Remote Fitting is Starkey's remote programming system used by professionals to provide remote services to their patients. To effectively use this system, you must have:

Professional requirements:

- Inspire 2022.0 or higher
- Internet browser (Google Chrome or Microsoft Edge)
- Patient database (NOAH or PatientBase)
- Stable internet connection

Patient requirements:

- Compatible smartphone
- The latest version of the Patient mobile app
- Stable internet connection

Before using TeleHear Remote Fitting, your Practice must be registered. The registration process includes:

- Creating an administrator for the entire Practice
- Add practice details
- Create locations associated with the Practice
- Invite users in your Practice to provide TeleHear remote services

The information associated with your Practice can be maintained and updated in the TeleHear portal directly.

If the Patient is a remote programming candidate, you need to generate a unique code for the Patient in the fitting software. Once the Patient enters the code in the mobile app, it is possible to perform a Remote Programming session from the fitting software.

Getting Started

Practice Registration

Before using the TeleHear portal, your organization must be set up. The initial registration guides you through creating an administrator, entering practice information, and inviting users.

Once your Practice is registered, the information associated can be maintained and updated in the TeleHear portal under the **My Practice** section, available only to TeleHear administrators.

1. Make sure your PC has Internet access, and you have installed a supported internet browser
    NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge*

2. Launch Inspire and click **Get Started > TeleHear**

3. Click **Start Setup**

4. Your internet browser will launch a TeleHear registration website. The first step will be to create an administrator. Fill the mandatory fields marked with an * and then click the **Register** button to complete the section.
    NOTE: *If the email address is linked to a TeleHear practice, the message "An account with this email address already exists" will display. You can close the message and update the email. If you do not remember your password, click on "already have an account? Sign in" to be directed to the login screen where you can reset your password.*

5. An email from noreply@starkey.com will be sent to the address entered. Click on the link in the email to verify your credentials and continue the registration process.
    NOTE: *If you don't receive an email within 5-10 minutes, check your spam. If no email is found, click the Resend Email button on the last TeleHear registration page. The link in the email will expire in 72 hours. If you attempt to log in without verifying your credentials, another verification email will be sent. If your account is not verified within 3 days, it will be deleted.*

6. The TeleHear registration screen will be launched in your browser. Click on the **Continue Account Registration** button

7. Practice Details: Enter details about your Practice by completing the mandatory fields marked with * and click **Next**.
    NOTE: *Some of this information will be displayed on the Patient's mobile app. Only one Practice can be set up, but multiple locations (e.g., areas, facilities, etc.) can be added and users/professionals assigned to only one location but several groups.*

8. Locations: If you have more than one location for your Practice, add those by clicking on the **+ Add** link. Once completed the mandatory fields marked with *, click **Next**.
    NOTE: *You can edit or delete locations by clicking on them.*

9. Users: You can add and invite all the users who need access to your Practice patients by clicking on the **+ Add** link. Once completed the mandatory fields marked with *, click **Next**.
    NOTE: *The added users will receive an email invitation to create an account and password to access TeleHear remote services.*

    • If you invite a user that already has a TeleHear account, a message will be displayed to notify that the user already belongs to another organization.

    • Users/professionals can be assigned to one location only, but later, you can create groups of users. Users in the same group can access information for all the patients assigned to the users in that group.

    • We recommend creating groups by location.

    • You can edit or delete users by clicking on them.

    • You cannot delete the Administrator unless it is the last user in the entire Practice. Deleting the Administrator will cause the Practice to be deactivated.

10. Since you have successfully registered your Practice, you will be redirected to the TeleHear portal. You can add and edit locations, users, and groups in the **My Practice** section available only to administrators.

Access the TeleHear Portal

You can launch the TeleHear portal by visiting **TeleHearPortal.com**

1. Make sure your PC has internet access, and you have installed a supported internet browser.
   NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge*

2. Type in your browser **TeleHearPortal.com** and click **Enter** to open the login screen

3. In the login screen enter your username and password and click **Sign-In**
   NOTE: *If your password has expired or you don't remember your password, click on "Forgot Password?" to change it.*

You can also access **TeleHearPortal.com** from your fitting software

1. Make sure your PC has internet access, and you have installed a supported internet browser
   NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge*

2. Launch Inspire and click **Get Started > TeleHear**

3. Login with your credentials

4. Click on the link to TeleHear

Remote Fitting

Add Patients to TeleHear Remote Fitting

First, you need to generate a unique code for each Patient in the fitting software. Then the Patient enters the code in their mobile app to join TeleHear Remote services for your Practice so that you can perform remote fitting sessions.

1. Make sure your PC has Internet access, and you have installed an internet browser
   NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge*

2. Select the Patient in the database (NOAH or PatientBase)

3. Launch Inspire and select **Tools > Generate remote programming code**

4. Click on the refresh icon to generate a code

5. Share the code with the Patient

6. The Patient has been successfully added to your Practice once they enter the code in their mobile app.

Confirm Invitation Status

You can confirm if the Patient has been correctly set up for a live remote fitting session in advance, this can help you speed up the process or reschedule an upcoming remote fitting session.

1. Launch and login into the TeleHear portal at **TeleHearPortal.com**

2. The TeleHear portal opens in the **Patients** section
   NOTE: *You can see all the patients that your Practice has invited to TeleHear Remote services*

3. Search for the Patient name in the search box or by scrolling in the patient list
   NOTE: *If you do not find the Patient, it could be possible that a code was not generated, it was sent over 3 days and expired, or the patient declined remote services in the mobile app.*

4. Review the status column
   - **Invited:** The Patient code was generated in the last three days, but they have not entered the registration code in the mobile app.
   - **Enrolled:** The Patient has successfully entered the code in their mobile device and is ready for remote fitting sessions.
     NOTE: *You can only perform remote sessions on patients that have an enrolled status. It may take up to 10 minutes for the patient status to update on the TeleHear portal.*

Conduct a live session

You can conduct a live session in two ways:

Launch from Inspire

1. Make sure your PC has Internet access, and you have installed an internet browser
   NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*

2. Select the Patient in the database (NOAH or PatientBase)

3. Launch Inspire and select **Get Started > TeleHear**

4. Click **Load Remote Session**

Launch from **TeleHearPortal.com**

1. Make sure your PC has internet access, and you have installed a supported internet browser
   NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge*

2. Type in your browser **TeleHearPortal.com** and enter your login credentials in the login screen.

3. Search for the Patient in the search box or by scrolling in the patient list
   NOTE*: If you do not find the Patient, it could be possible that a code was not generated, it was sent over 3 days and expired, or the patient declined remote services in the mobile app.*

4. Click on the Patient's name to open the screen that contains basic device information
   NOTE: *You can only perform a remote fitting session if the patient status is "Enrolled."*

5. Click on the **Start Fitting** button in the top right corner. Follow the prompts to initiate a live remote fitting session.

User Profile

Every TeleHear user has a profile page available to view and request updates to their account settings, including:

- User details
- Cookie preferences
- My Groups
- TeleHear Administrator information.

User Details

This section will display the user's name, email, password update options, and the location assigned to the user.

The location information is the same displayed on the mobile app for the patients assigned to the user.

A user can request changes to name, location, and groups directly to the TeleHear Administrator. It is not possible to update the email since changes to the email will be considered a new account. Email changes can be done by creating a new TeleHear account for the user using the new email address.

Cookie preferences

This section allows the user to update their cookies preferences for **TeleHearPortal.com**

My Groups

It is possible to see all the groups available to the user. A user has access to all the patients assigned to all users in the same group.

A user can request changes to the groups directly to the TeleHear Administrator.

TeleHear Administrator information

At the bottom of the profile page, a user can see the name and email of the Administrator(s) of their TeleHear Practice. They can request the changes mentioned above via email to their Administrator.

TeleHear Account Management

The TeleHear Administrator can manage and update account information directly in the TeleHear portal in the **My Practice** section. It is possible to update the following:

- Locations
- Users
- Groups
- Preferences

The **My Practice** section is visible only to users that are marked with the administrator status. We recommend having more than one Administrator to ensure access to your practice management at any time.

Locations

The locations tab shows a table with all locations associated with your Practice. At the top of the table, you can see the details of the primary location used to set up your Practice.

Add a new location

1. Open the **Locations** tab on the **My Practice** section in your TeleHear portal.

2. Click on **Add location** and complete the mandatory fields marked with *
   NOTE: *The website field will be pre-populated with the information of your primary location; you can keep it, update it, or remove it. The website information will be updated only for the location that was created.*

3. Click on **Save location** to add the new location to your Practice

Edit a location

1. Open the **Locations** tab on the **My Practice** section in your TeleHear portal.

2. Click on the location you want to edit, and make sure the mandatory fields marked with * are completed.

3. Click on **Save location** to save the changes.
   NOTE: *The information saved for the location will be updated in your patients' mobile app.*

Delete a location

1. Open the **Locations** tab on the **My Practice** section in your TeleHear portal.

2. Click on the location you want to delete and click on the **Delete Location** icon in the lower-left corner.
   NOTE: *You cannot delete the primary location.*

3. Confirm that you want to delete the location
   NOTE: *Users and patients assigned to that location will default to the primary location.*

Users

The Users tab shows a table with all users associated with your Practice and their assigned locations.
At the top of the table, you can see the Administrator(s) details for the Practice.

The user tab also shows the role assigned to the user:

- **Administrator:** This role can perform remote services for all the patients in the Practice and access the My practice section to change the practice information, users, locations, and groups.
- **User:** The role has access to remote services to support their patients and those assigned to users in the same groups. A user does not have admin rights.
- **Invited:** The user has received an email invitation but has not verified their email and created a password.

Add a new user

1. Open the **Users** tab on the **My Practice** section in your TeleHear portal.

2. Click on **Add User** and complete the mandatory fields marked with * and click on **Save User**.
   The user will be displayed in the **Users** table with an **Invited** role
   NOTE: *You can make the new user an administrator by selecting the checkbox.*

3. An email from noreply@starkey.com will be sent to the address of the users created.
   NOTE: *If you invite a user that already has a TeleHear account, a message will be displayed to notify that the user already belongs to another organization. Users can be assigned to one location only, but later, you can create groups of users. Users in the same group can access information for all the patients assigned to the users in that group.*

4. Once the user accepts the invitation and creates a password, the role will update to Administrator or User, depending on the invited role type.

Edit a user

1. Open the **Users** tab on the **My Practice** section in your TeleHear portal.

2. Search for the user that you want to edit. You can search by name or filter by location.

3. Click on the name of the user that you want to edit, and make the desired changes.
   Once completed, click on "Save User."
   NOTE: *You can make the user an administrator by selecting the checkbox.*

4. The changes will be applied to the user the next time the user logs into TeleHear.

Delete a user

1. Open the **Users** tab on the **My Practice** section in your TeleHear portal.

2. Search for the user that you want to delete. You can search by name or filter by location.

3. Click on the user's name that you want to delete and click on the Delete User link in the bottom left corner.
   NOTE: *The patients assigned to the user you plan to delete will be automatically transferred to the Administrator who performed the delete user action. You can delete an admin only if another admin is active in the Practice.*

4. Confirm that you want to delete the user

Groups

It is possible to create groups of users to share access to their patients, and a user can be part of multiple groups. We recommend creating groups based on your locations, so all the professionals in one clinic can access the patients served by that location.

An administrator can view, create, edit, and delete all existing groups by clicking on the **My Practice** section and selecting the **Groups** tab.

Add a new group

1. Open the **Groups** tab on the **My Practice** section in your TeleHear portal.

2. Click on the **Add Group** button on the top right corner. Assign a unique name to the group and select the users in the group by scrolling down the list of active users in your Practice or typing the name on the search box. Click on the name of the desired user to add it to the group.
   NOTE: *Users that have an invited status cannot be added to a group. They need to verify their account first.*

3. You can remove users by clicking on the **X** next to their name in the Users list on the right.
   Once completed, click on **Save Group**.

4. You will be sent to the **Groups** tab, where the new group will be visible.

Edit a group

1. Open the **Groups** tab on the **My Practice** section in your TeleHear portal.

2. Click on the group name to open the editor. You can change the name of the group and add or remove users. Once completed, click on **Save Group**.
   NOTE: *Users that have an invited status cannot be added to a group. They need to verify their account first.*

3. You will be sent to the **Groups** tab, where the group changes will be visible.

Delete a group

1. Open the **Groups** tab on the **My Practice** section in your TeleHear portal.

2. Click on the **group name** to open the editor. You can delete the group by clicking on the Delete Group button in the lower-left corner.

3. Confirm that you want to delete the group, and you will be sent to the **Groups** tab, where the group will no longer be visible.

Preferences

The TeleHear Administrator can define password rules for the entire Practice, including password expiration and password length rules.

Since TeleHear remote services display patient information (PPI), it is crucial to ensure the proper security level aligns with your practice procedures and existing Health Information Privacy (HIPAA) standards.

To review and update your password rules, select the Preferences tab in the My Practice section. You will view and edit the password expiration times and password length from the dropdowns available.