

Starkey

Bridging the Gap with TeleHear

For technical questions or log-in information please contact Starkey at 1800 024 985 or australia@starkey.com.au Access Code: 2870 679 0719 if needed

1

Starkey

Bridging the Gap with TeleHear

The Webinar will start in....
00:05:00

For technical questions or log-in information please contact Starkey at 1800 024 985 or australia@starkey.com.au Access Code: 2870 679 0719 if needed

2

Starkey

Bridging the Gap with TeleHear

Judy Grobstein
Regional Director of Education and Audiology - APAC

Steven Le
Consumer Support Specialist and Trainer- ANZ

3

Technical Issues

If not using speakers and you haven't already, please call into the call center number and enter access code 2870 679 0719
(Australia +61 2 85181923, NZ +64 9 9291750, Singapore +65 31581414)

Please be sure to keep microphones muted

If you have any technical issues, please contact Starkey at australia@starkey.com.au or call 1800 024 985

4

Questions

Please share any questions you may have in the Chat Box directed to **Steven Le**. We will do our best to answer them throughout the training.

WebEx Control Panel

5

Endorsed Session

This webinar is endorsed for Audiology Australia and ACAud inc. HAASA points

You must stay logged on for the full session

AudA members must complete a 10 questions quiz with a passing score of 70% as well as your CPD Reflections and Evaluations

ACAud inc. HAASA members must complete the quiz to receive full points.

6

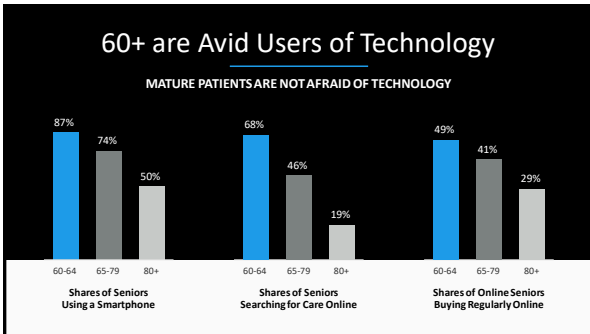
Learning Outcomes

- 1 Explain how to invite a patient to Telehear
- 2 Discuss how to register for Telehear
- 3 Describe how a patient can access Telehear through the My Starkey app

7

Patient Connectivity

8



9

CONSIDER Website Management

- Keep your website up to date
Have your reviews accessible
- Link to other forms of social media
Link to a patient portal
Highlighting your option of telehealth
- Your contact information should be easy to find
Office locations, Phone Number, Online scheduling

10

...and are Prolific on Social Media

91% of Boomers use one or more social media sites

Facebook is by far the most popular social network

Boomers as a whole represent the fastest growing demographic among social media users

FREQUENCY OF SOCIAL MEDIA SITE USE

% of social media site users who use a particular site with the following frequencies

Site	Daily	Weekly	Less Often
Facebook	22	14	63
X	21	32	46
LinkedIn	13	34	52
Instagram	20	22	57
Pinterest	23	30	45

11

Why Our Patients Turn to Digital

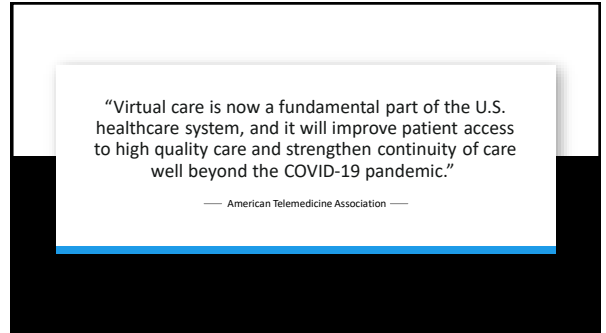
- 91% Staying in touch with friends and family
- 87% Organizing their finances
- 73% Improving health and wellness

Google/Proton, U.S. Digital Seniors, m+L15 A55+ 2020

12



13



14

Need for Teleaudiology

1 in 5 people
have some degree of hearing loss

Unaddressed hearing loss costs
\$980+ Billion annually

1 in 3 people
need access to hearing healthcare

80% live in
Low/middle income nations

<https://www.who.int/news-room/fact-sheets/detail/sensory-functions-disability-and-rehabilitation> (accessed November 20, 2021)

15

TeleHealth Statistics

Used by 13% to 17% of American patients in 2021

Use of virtual care is 38 times higher than before the COVID-19 pandemic

Use of telemedicine increases with age
29.4% between 18 and 29 years of age
43.3% those 65 and above

91% of people claim telemedicine can help them keep up with their health care

24% said they would do specialist visits over telehealth applications

<https://www.cisco.com/telematics/health/telehealth>
<https://www.who.int/news-room/fact-sheets/detail/sensory-functions-disability-and-rehabilitation> (accessed November 20, 2021)

16

Teleaudiology Benefits

Virtual office appointments

Build into clinic schedule

One time setup for both you and your patient

17

Value of TeleHear for Patients

- Increase access to care
- Improve continuity of care
- Reduce health risks

18

Value of TeleHear for Professionals

- The aging population and the digital patient
- Practice efficiency and success
- Direct to Consumer, PSAPs and OTC



19

Types of Remote Programming

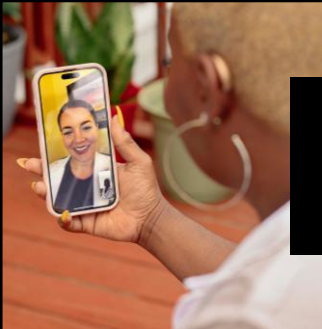
<p>Synchronous Real-time communication and action</p> <p>Happening now Real time changes made</p> <p>Start Live Session</p> <p>Examples Facetime Phone call</p>	<p>Asynchronous Sometimes called store-and-forward</p> <p>Not in real-time; communication and action at your discretion</p> <p>Examples Facebook Text messages</p>	<p>Generative AI Patient interactions with a generative AI technology</p> <p>Real time changes made based on patient input</p> <p>24/7 access and support</p> <p>Examples ChatGPT Microsoft Copilot</p>
---	--	---

20

TELEHEAR GOAL

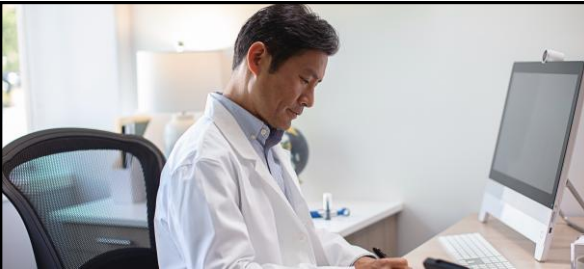
Improve patient outcomes
by providing a higher level of care

21




TeleHear™
Web-based remote hearing aid programming

22

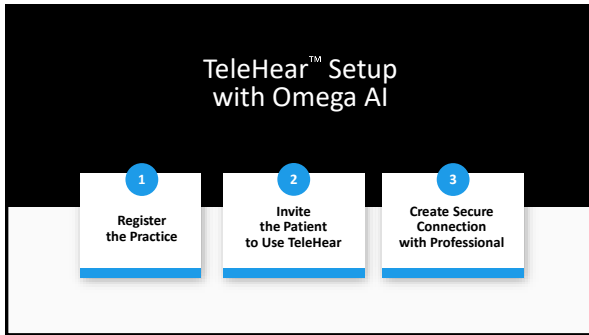


System Requirements and Setup

23

<p>Patient System Requirements</p> <ul style="list-style-type: none"> 2.4 GHz Omega AI hearing aids My Starkey App on a supported smart device iOS and Android compatible Internet connection - wifi or cellular 	<p>Professional System Requirements</p> <ul style="list-style-type: none"> Pro Fit with NOAH or PatientBase Internet connection Google Chrome or Microsoft Omega Internet browser Webcam and Headset/Microphone/Speakers
---	---

24



25



26

Good to Know

All professionals in an organization can view and assist all patients

Government Services accounts do not need to register a practice

Old Hearing Care Anywhere and TeleHear Dashboards automatically convert to the TeleHear Portal system when providers log into TeleHear using their existing credentials

27

28

TeleHear Portal

Only administrators can access the My Practice section of the TeleHear portal

Manage locations, users and preferences including the password security rules for the organization

29

2 Invite the Patient to Use TeleHear

30

Generate and Send Invite Code to the Patient

Log into TeleHear Account

Type in patient's mobile phone number and then Click 'Invite'

Code will appear within Pro Fit and will also be sent to the patient via SMS message

31

3 Create Secure Connection with Professional

32

Create Secure Connection with Professional

33

Synchronous TeleHear

34

Synchronous Remote Programming Overview

HCP schedules virtual visit

User logs onto visit via My Starkey

HCP makes adjustments that live Sync to user

User can verbalize changes needed in the moment

TeleHear dashboard updates with visit history

Immediate notification that HCP started the session

35

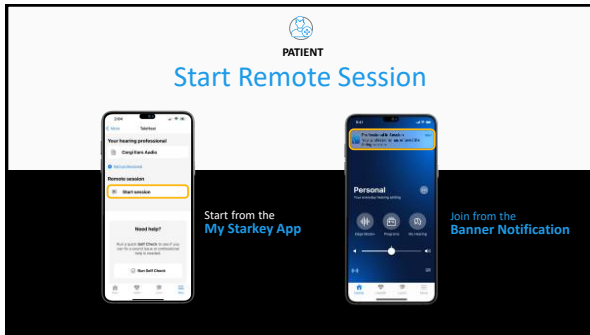
PROFESSIONAL Start Remote Session

Pro Fit

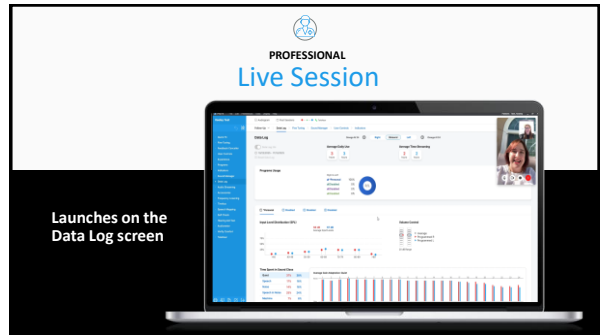
Telehearportal.com

The ability to start a remote session is available once the professional has logged into TeleHear

36



37



38

Real-Time Hearing Aid Programming

Data Log	Expert Assistant	Best Fit/ Target Match
QuickFit	Frequency Lowering	VC Range and Step Size
Fine Tuning	Programs	Tinnitus Range and Step Size
Sound Manager	Indicators	Feedback Cancellation
Experience Manager	Fitting Summary	Initialization
User Controls	Tinnitus	In-Situ Audiometer
Audio Streaming	(All stimuli but custom)	Verify Comfort

Adjustments are automatically synced to Omega AI hearing aids

39

A/V Panel

PROFESSIONAL
Can be moved to a different location on the professional's screen or enlarged using the mouse

PATIENT
Patient can hold their phone up to their ear or flip the camera to discuss hearing aid use and care topics

40

Ending a Session

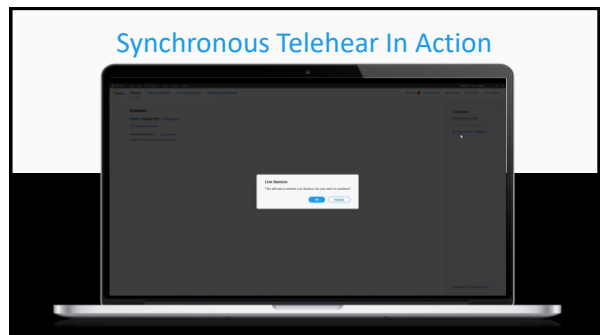
PROFESSIONAL **PATIENT**

If 'End the Call' is selected by either the patient or the professional, a prompt will appear to confirm the intent to end the session

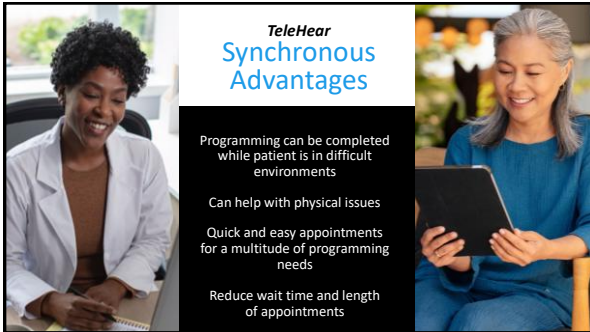
The professional can save the session to the database when closing Pro Fit

The patient will be asked to wait while the hearing aids are restarted and connected with the My Starkey app

41



42



TeleHear Synchronous Advantages

- Programming can be completed while patient is in difficult environments
- Can help with physical issues
- Quick and easy appointments for a multitude of programming needs
- Reduce wait time and length of appointments

43

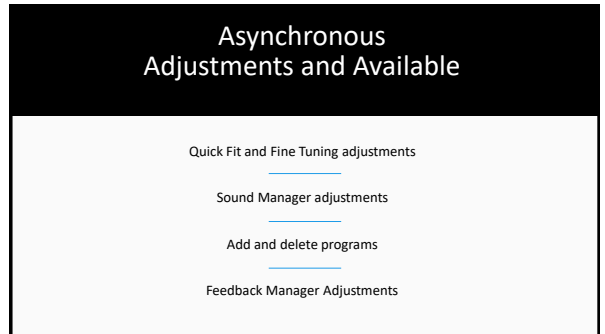


Asynchronous TeleHear

44



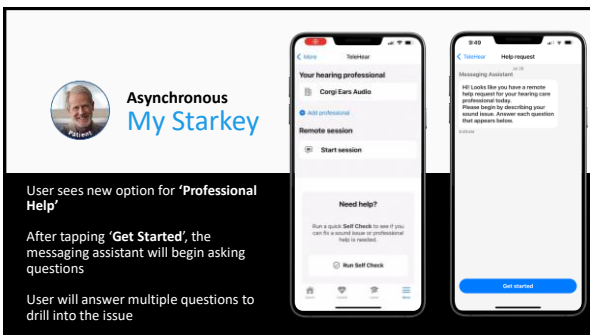
45



Asynchronous Adjustments and Available

- Quick Fit and Fine Tuning adjustments
- Sound Manager adjustments
- Add and delete programs
- Feedback Manager Adjustments

46



Asynchronous My Starkey

User sees new option for 'Professional Help'

After tapping 'Get Started', the messaging assistant will begin asking questions

User will answer multiple questions to drill into the issue

47



Asynchronous My Starkey

Which best describes your recent hearing loss?

Which best describes your recent hearing loss?

Which hearing aid needs adjusting in the second ear?

48

Asynchronous My Starkey

Can also type a message before tapping complete

Completing your help request
This could take up to 15 seconds.

When complete, the user now sees an open request waiting for the professional to reply

49

Asynchronous TeleHear Portal

Professional receives notification email of Help Request

Logging in to TeleHear Portal defaults to the Notification screen (if you have a notification)

50

Asynchronous TeleHear Portal

Clicking on the new request opens the selected patient's 'file' in the Help Request tab

The professional can read the request in the chat window and message with the patient if more detail is needed or they can click "Make Adjustment"

51

Asynchronous TeleHear Portal

In the 'Make Adjustment' screen, you may perform adjustments in any program

Minimize the Help Request information as needed

52

Asynchronous TeleHear Portal

- Active program
- Custom programs can be selected from drop down menu
- "Open" shows that the patient requested an adjustment

53

Asynchronous TeleHear Portal

- Quick Fit or Fine Tuning
Fine tuning has tables or sliders
- Feature icons
- Additional Programs can be added or removed

54

Asynchronous TeleHear Portal

- 1 Sound Manager
 - Motion-based Optimization
 - Consonant Brightness
 - Sound Enhancement
 - Situational Sound Management
 - Directionality

55

Asynchronous TeleHear Portal

- 1 Feedback Cancellor Adaptation adjustments
- 2 Adjust
 - Auto adjust
 - Mid-frequency Management

56

Asynchronous TeleHear Portal

- 1 Adjustment completed changes 'OPEN' to 'PENDING'
- 2 Message box for personalized message
- 3 The 'Send Adjustment' button becomes enabled with 'PENDING' status

57

Asynchronous TeleHear Portal

Updates to 'Adjustment Sent'

58

Asynchronous TeleHear Portal


Add Clinical Note

59

Asynchronous TeleHear Portal

Help Request status updates to 'PENDING'

60



Saving the Settings

Asynchronous Remote Programming settings cannot be saved to Noah

At the next Pro Fit session, Pro Fit recognizes if the settings in the HA are newer than the last saved session in Noah

Pro Fit notifies the HCP and provides the option to save the settings

61

Good to Know
Asynchronous

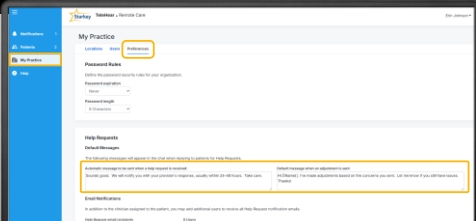
The chat dialogue box will remain as an **"open ticket"** until

- Patient accepts/declines ALL adjustments
- Patient or professional deletes help request

When making adjustments, there is **no "Undo"** function for professional
Cancel adjustment and start over if need to make correction

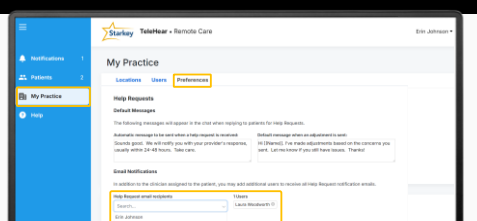
62

Good to Know
Preferences – Message customization



63

Good to Know
Preferences – Email Notifications

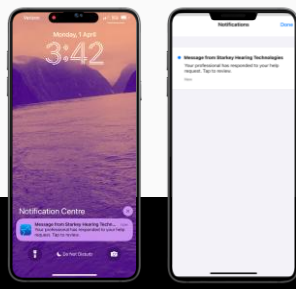


64

Asynchronous My Starkey

More > Notifications

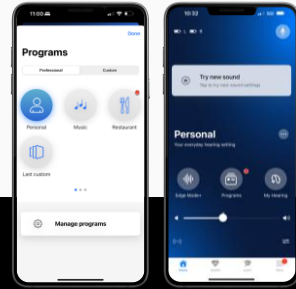
User will get notifications that the professional has provided new adjustments



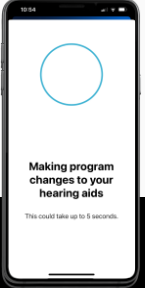
65

Asynchronous My Starkey

Any program that has pending adjustments will show the **"Try new sound"** button on the Home screen



66



Asynchronous My Starkey

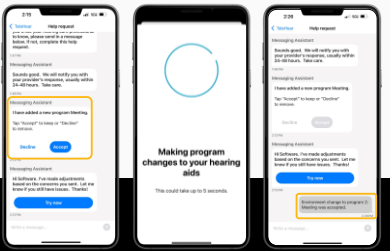
After tapping 'Try new sound' the patient will land on the compare sound settings screen and can toggle between the two sound options

When the patient decides which sound to keep, they tap 'Next'

Patient's can save the sound setting or send a message back to their professional for further adjustments

When the patient decides which sound to keep and confirms it, that setting will be written and saved permanently

67



Asynchronous My Starkey

New Program

User will get notifications that the professional has added a new program

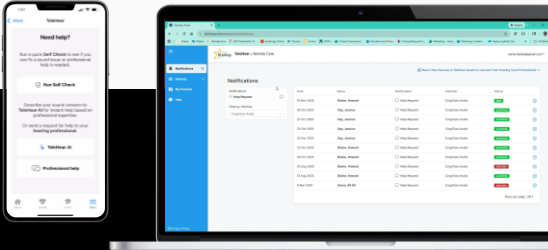
68



TeleHear Asynchronous Advantages

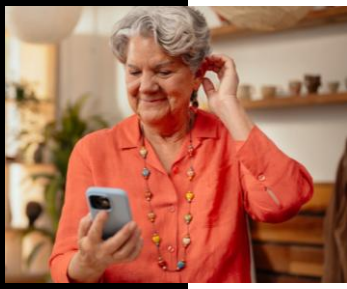
- Programming is accomplished from anywhere!
- Fully web-based and doesn't require fitting software
- Log into TeleHear, make adjustments, send to the patient
- Adjustments may be accomplished with a home computer, tablet, or even a phone

69



Asynchronous Telehear In Action

70



INDUSTRY FIRST TeleHear AI

Allows hearing aid wearers to manage their own sound concerns


Omega AI 24 Only

71

TeleHear Options

<p>Synchronous Remote Programming</p> <p>Live virtual session with provider</p> <p>Real time changes made</p>	<p>Asynchronous Remote Programming</p> <p>Help request sent to provider by the patient</p> <p>Not in real-time</p>	<p>INDUSTRY FIRST TeleHear AI Adjustments</p> <p>Patient interacts with Gen AI technology to improve hearing aid settings</p> <p>Real time changes made</p>
--	---	--

72

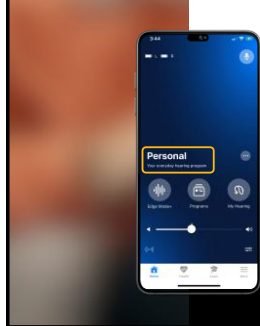


TeleHear AI

Good to Know

- Patient must have TeleHear access configured by their provider before they can use TeleHear AI
- Adjustments are only made to the Personal program
- Patient may save TeleHear AI settings as a custom program
- Patient can only revert to the provider's settings


79



TeleHear AI

Restore back to provider's settings

80



TeleHear AI

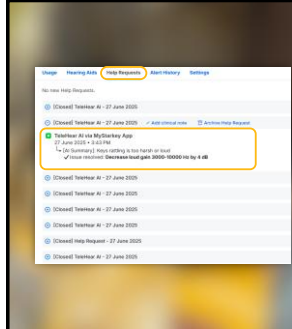
This message will appear in Pro Fit if the patient makes changes using TeleHear AI:

Attention

The settings in the hearing aids are newer than this patient's most recent saved session. Would you like to save the current settings to your office system before proceeding with programming?

Yes No Cancel

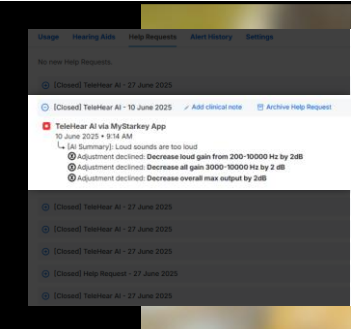
81



TeleHear Portal

Under 'Help Requests' the provider can see what changes were made for the patient based on their complaint


82



TeleHear Portal

If the patient declines all three adjustments, it will become visible in the portal

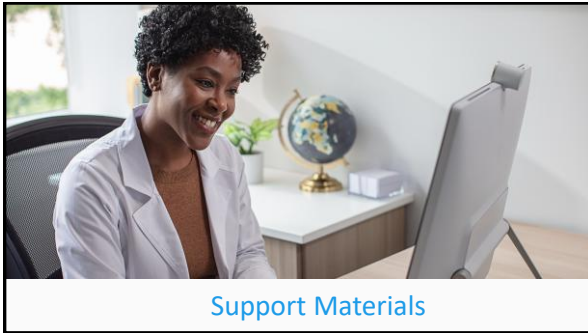
83



TeleHear AI Advantages

- Appointment slot not needed for simple adjustments
- Adjustments may be accomplished while patient is in difficult environments
- Professional programming is intact and can be reverted back to at any time!

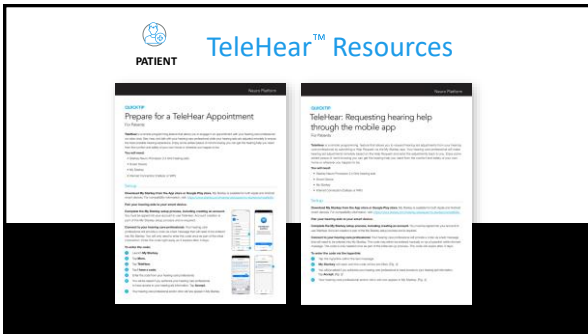
84



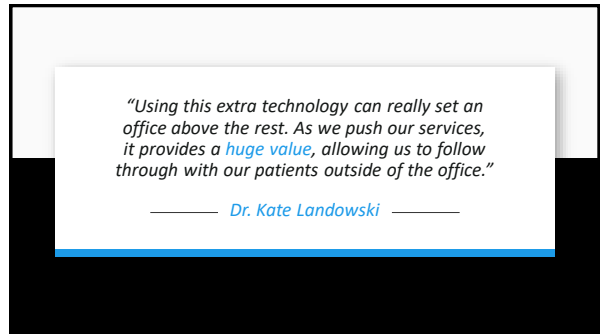
85



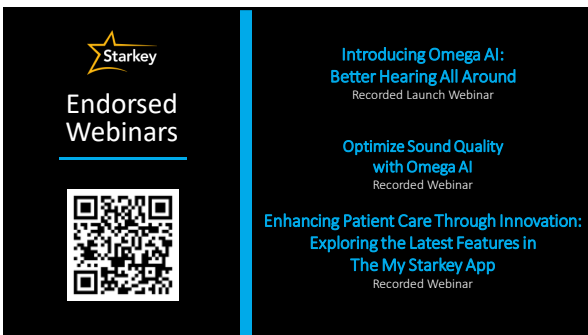
86



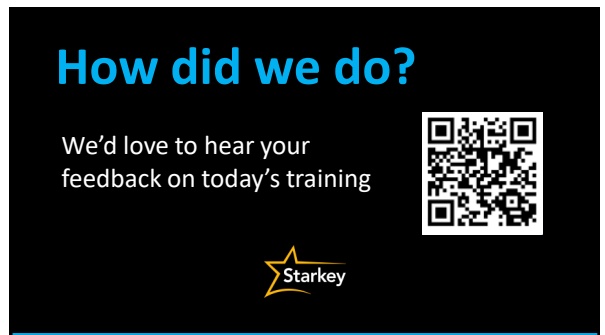
87



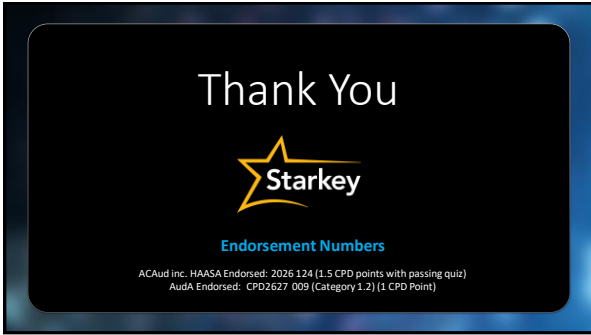
88



89



90



91