



Hearing Care Anywhere: Convenience, Flexibility and Personalization in a Single Remote Programming System

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We live in an era of convenience. Consumer expectations for convenience increase every day. The drive to offer more ease and flexibility has impacted various areas of service and is easily spotted as more and more retailers offer curbside pickup and delivery.

Convenience has driven services toward increased evening and weekend hours, in-home services, and even online appointments with a physician or nurse. As the hearing aid market continues to evolve and attract younger patients, one certainty is an increased demand for convenience of services. Starkey®'s Hearing Care Anywhere™ offers convenience for both the patient and the hearing professional. The remote hearing aid programming system is designed to seamlessly integrate into all professional practices, making it easy to provide both convenient and personalized service.

The Hearing Care Anywhere system is comprised of the Hearing Care Dashboard and Inspire® X fitting software, used by the hearing professional, and the Thrive™ Hearing Control app, used by the patient. The Hearing Care Anywhere system is easy, flexible and convenient to use:

- 1 The patient submits a Help Request to their hearing professional via the Thrive app.
- 2 The hearing professional receives the Help Request in the Hearing Care Dashboard.

- 3 The hearing professional makes the requested adjustment in Inspire X and sends the adjustment to the patient.
- 4 The patient receives notification in the Thrive app that they have an adjustment to try.

ENABLING HEARING CARE ANYWHERE

The decision to provide remote fine-tuning services can be made by the hearing professional to best meet the needs of each individual patient. Hearing Care Anywhere is configured to ensure this decision is completely under the control of the hearing professional. When fitting a patient with Livio® AI or Livio hearing aids, the hearing professional has the option to enable remote programming during the fitting. After enabling remote programming, the Inspire X fitting software generates a unique code for the patient to enter in the Thrive app.


CONNECTING PATIENT AND HEARING PROFESSIONAL

Connecting the patient and hearing professional through Hearing Care Anywhere is a simple process. After remote programming is enabled in the hearing aids and the fitting session is complete, the patient can connect the hearing aids to their smartphone and Thrive app. The patient creates their own cloud account as part of the Thrive app setup process and then enters the unique code provided by their hearing professional. Entering this code establishes the connection between patient and hearing professional, allowing them to share information about the hearing aid settings.

PATIENT: MAKING A REQUEST FOR HELP

Often patients return to the office and request adjustments for specific environments or situations. For some patients, returning to the office is not convenient due to timing, weather, distance or health factors. The Hearing Care Anywhere system conveniently offers the ability for the patient to submit a Help Request anytime and anywhere, without returning to the office. The patient-friendly “Submit a Help Request” section in the Thrive app guides the patient through the process of describing the concern. The patient can also enter a message to provide additional details in their own words.

HEARING PROFESSIONAL: ANSWERING A REQUEST FOR HELP

The hearing professional can answer the Help Request at any time. The notification system indicates when a new Help Request is in the Hearing Care Dashboard by displaying a red circle on the Dashboard icon  in the system tray. The hearing professional simply opens the request, makes the adjustment in Inspire X, and sends a message back to the patient. Multiple memories, including custom memories, may also be adjusted for additional personalization.

PATIENT: PREVIEWING/ACCEPTING A NEW SETTING

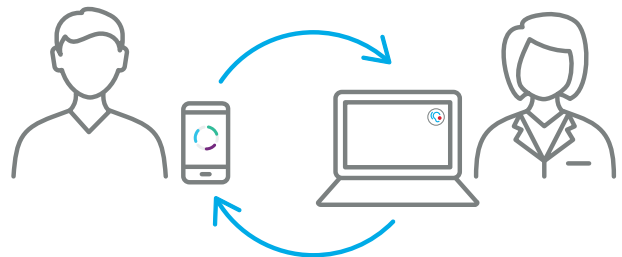
The patient is not required to accept or decline the adjustments immediately upon receiving them. In fact, what better way is there to determine if the adjustments provide improvement than by conveniently testing them in the problematic environment? The patient can preview the new settings at their leisure and then compare the new settings to their current settings in the actual environment where they had initially experienced some difficulty.

HEARING PROFESSIONAL: MONITORING PATIENT ACCEPTANCE


The “Completed” tab on the Dashboard offers an efficient method to view the status of answered Help Requests. Placing the cursor over the icons in the “Status” column displays a tool tip defining the patient status for the answered Help Request. Additionally, the sort function at the top of the column provides a method to quickly group responses, making it easy to follow up with patients who did not accept the adjustment.

CONCLUSION

In today’s busy world, most of us look to improve time management. As hearing professionals, we look for methods to enhance our interactions with patients and provide them with the best possible experience. Starkey is committed to providing solutions that are both convenient and practical for today’s busy hearing professionals. Starkey understands that patients have many options for obtaining hearing help. The ability to provide them with an enhanced experience that is both convenient and customized to their busy lifestyles makes Hearing Care Anywhere a premier tool in the delivery of hearing help. Hearing Care Anywhere, Inspire X, the Thrive app and the Livio products are leading Starkey, hearing professionals and their patients into a hearing revolution.



DID YOU KNOW

- Setting up the Hearing Care Anywhere system allows the hearing professional to not only use remote programming but also view and adjust custom memories in a live, in-office fitting.
- Most remote adjustment sessions can be completed by the hearing professional in less than five minutes.
- Once the patient submits a Help Request, they may not submit a new Help Request until they have accepted or declined adjustments from the hearing professional.
- During a live, in-office session, the hearing professional may move a custom memory into memory positions 1-4, if needed.
- The patient may keep the remote adjustment and compare the new settings to the current settings for as long as they choose. This allows them to return to a problematic environment and compare settings.
- For ease of use, the Hearing Care Dashboard automatically logs in when you start your computer.
- A small red circle on the Hearing Care Dashboard icon  means that you have new Help Requests.

