



# Hearing Care Anywhere

## Convenience, Flexibility and Personalization in a Single Remote Programming System

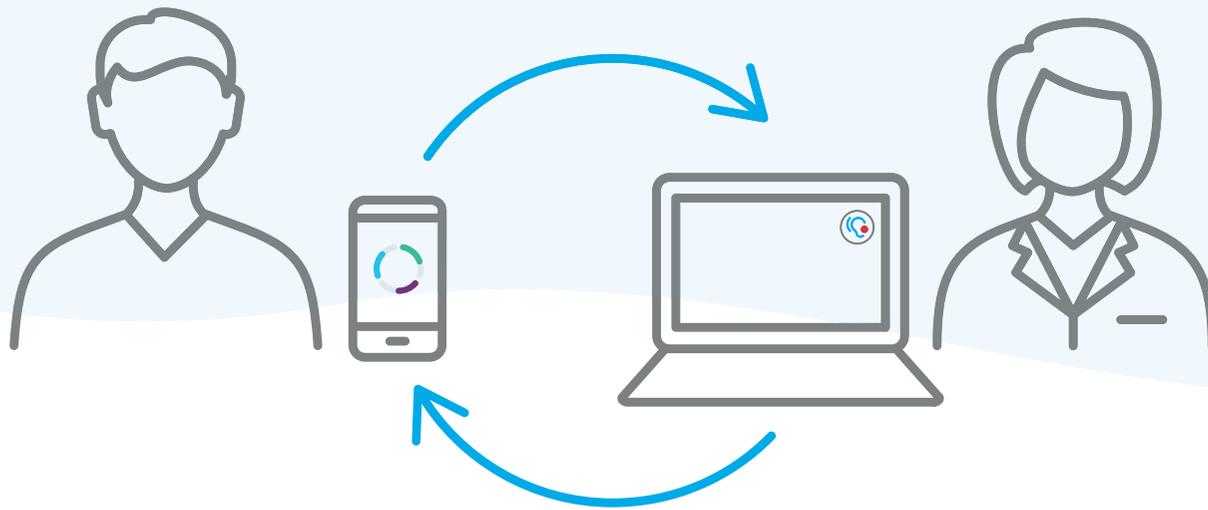
Laura Woodworth, Au.D. and Chris Howes

*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.*

**C**onvenience 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. Hearing Care Anywhere™ by Starkey® Hearing Technologies offers convenience for both the patient and the hearing care 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® fitting software, used by the hearing care 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 care professional via the Thrive mobile app.
- 2 The hearing care professional receives the help request in the Hearing Care Dashboard.
- 3 The hearing care professional makes the requested adjustment in Inspire and sends the adjustment to the patient.
- 4 The patient receives notification in the Thrive mobile 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 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 professional has the option to enable remote programming during the fitting. After enabling remote programming, the Inspire fitting software generates a unique code for the patient to enter in the Thrive app.

## Connecting Patient and Professional

Connecting the patient and 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 professional. Entering this code establishes the connection between patient and 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 Thrive 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.

## Professional: Answering a Request for Help

The hearing care 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 care professional simply opens the request, makes the adjustment in Inspire, and sends it 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.



## 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 professionals we look for methods to enhance our interactions with patients and provide them with the best possible experience. Starkey Hearing Technologies is committed to providing solutions that are both convenient and practical for today’s busy hearing health professionals. Starkey Hearing Technologies 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, Thrive, and the Livio products are leading Starkey Hearing Technologies, professionals and their patients into a hearing revolution. /

## DID YOU KNOW?

- Setting up the Hearing Care Anywhere system not only allows the professional to use remote programming but also to view and adjust custom memories in a live, in-office fitting.
- Most remote adjustment sessions can be completed by the 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 professional.
- During a live, in-office session, the 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.
- The Hearing Care Dashboard automatically logs in when you start your computer for ease of use.
- A small red circle on the Hearing Care Dashboard icon means that you have new help requests.

