



Hear better. Live better.

BEST PRACTICE SOLUTIONS
DIGITAL TOOL SERIES

Integrate TeleHear into Your Practice

Table of Contents

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

Topics covered include:

How to Communicate and Schedule Your Services.....	2
Before and During Your Appointment Tips	3
Appointment Flow: Fine-tuning	4
Appointment Flow: Troubleshooting.....	5
Appointment Flow: Patients looking to purchase a hearing aid and have a valid audiogram.....	6-7

Integrate TeleHear into Your Practice

TeleHear® offers the opportunity to safely meet the needs of your patients who value your professional attention and the ability to receive that attention remotely.

Live conversations with patients are always best. While phone visits are great, video connections add a personal touch and value to remote care visits that make them feel more like an in-office visit.

Communicating and Scheduling

- ❑ Make sure you are prepared to promote your TeleHear options in all communication channels:
 - ❑ Update your website home page and hours, social media and Google My Business page with information about your TeleHear appointment options, descriptions and expectations of the service, and where possible, available appointment dates and times.
 - ❑ Promote the appointment option in your other outreach, including email, newsletters and marketing materials. Utilize Starkey templates created [HERE](#).
- ❑ Reach out to your current patient list and those with a valid audiogram who are in need of a hearing aid to complete an initial check-in with them:
 - ❑ Make sure you are familiar with their case history, audiogram and hearing aids so that relevant questions can be asked.
 - ❑ On top of your normal check-in and care questions, other important questions given the current situation include:
 - ◆ Are your hearing aids functioning correctly?
 - ◆ If they have a 2.4 GHz product, ask:
“Are you using Self Check to confirm if the device is working properly?”
 - ◆ Are you able to hear TV news sources?
If not, consider TV streamer or fine-tuning.
 - ◆ Are you able to hear and communicate with someone wearing a mask?
If not, consider fine-tuning or the sale of a Table Microphone.
- ❑ During these calls, you should be assessing your patient’s needs, as well as their level of comfort and ability, to determine the best way to service them after the check-in.
- ❑ Once you have determined their needs, schedule their appointment and help them understand what to expect next.

Integrate TeleHear into Your Practice

Before the Appointment

- ❑ Provide details on how the patient should prepare for the TeleHear appointment, including: technology needs, an invitation link for the appointment and what the patient should expect. If you will be using **TeleHear**, make sure they have the **Thrive Hearing Control app** downloaded and are fully set up prior to the appointment. For additional information, please refer to the [Prepare for Your TeleHear Appointment for Patients QuickTip](#). For a patient's first TeleHear appointment, it can be helpful to both email and call them with these details.
- ❑ Consider an additional reminder communication the day of the appointment to remind them of the time, how to access the link and to confirm they are prepared.
- ❑ Ensure you have your TeleHear Dashboard set up fully. Learn more: [TeleHear Dashboard and System Setup](#).

During the Appointment

- ❑ Allow extra time for your first few TeleHear appointments.
- ❑ Login to the appointment link early so you are set up and ready to go prior to your patient's arrival.
- ❑ Make sure your patient feels comfortable, as you would in-office. Use their name, compliment them so they know you can see them, ask about their day and create an easy transition into their appointment.
- ❑ Practice the strategies below when communicating with patients:
 - Make sure lip reading is possible
 - Ask whether your voice is loud enough
 - Narrate actions with patient
 - Verbalize and clarify next steps, such as follow-up appointments and care plan
 - Pause to allow transmission delay
 - Speak clearly and deliberately
 - Use empathetic language
 - Use non-verbal language to show you are listening
- ❑ Treat the remote care virtual visit exactly as you would an in-office visit. Do not cut corners. Ask the same questions, follow the same clinic protocols, and schedule your follow-ups.

For ideas on how to prepare your office, set up your TeleHear space, and technology requirements, download our detailed guide:
[TeleHear Office Setup and Tech Requirements](#).

Integrate TeleHear into Your Practice

For Existing Hearing Aid Wearers



Fine-Tuning Appointment

For patients in need of fine-tuning, you can create an experience very similar to an in-person office visit by using TeleHear Live Sessions.

- ❑ Join the Live Session through the TeleHear Dashboard. The patient will join through their Thrive Hearing Control app.
- ❑ Conduct the appointment similar to an in-person visit by obtaining and understanding the patient's issues and then make the programming changes while still on the video call with the patient.
- ❑ Send the settings back to the patient by selecting the Sync button and have them listen to the changes while you are on the video call. Offer ways for them to best listen and test the changes, such as listening to the TV or having a quick conversation with someone with them. If they need further fine-tuning, repeat the above process until they are satisfied.
- ❑ Look for other revenue opportunities that also benefit the patient - check to make sure they have enough supplies - batteries, wax guards, earbuds, accessories, or if they'd like to extend their warranty plan.
- ❑ Discuss options for a follow-up appointment and schedule it.
- ❑ Call the patient 24-hours after the appointment to follow up and make sure they are happy with their visit. Also, consider sending a personalized follow-up video or message to your patient.

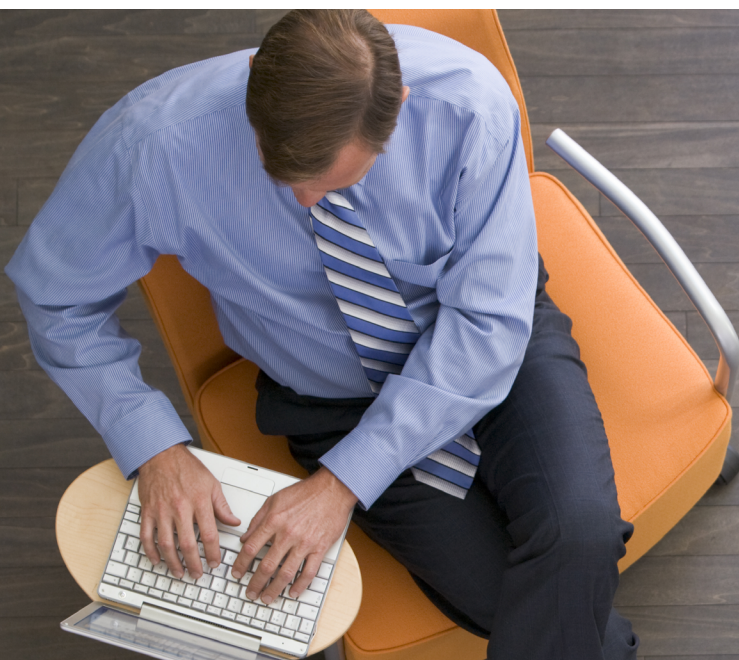
Integrate TeleHear into Your Practice

For Existing Hearing Aid Wearers *(continued)*

Remote Troubleshooting

A majority of common troubleshooting issues such as non-functioning hearing aids, hearing aids not connecting to the app, hearing aids not charging, or issues with streaming can be resolved through a TeleHear appointment versus an in-office visit.

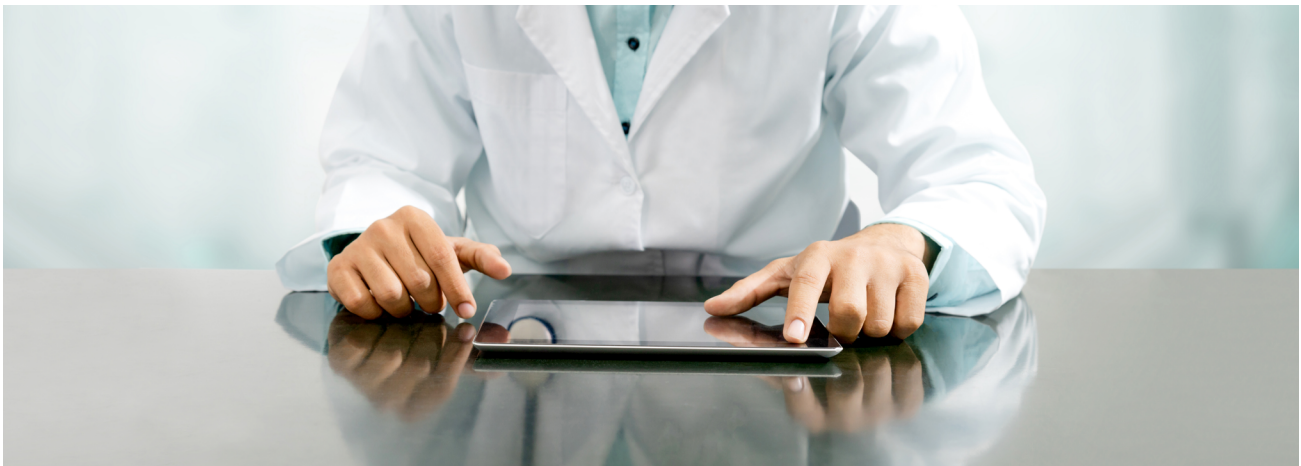
- ❑ Most remote troubleshooting issues can be resolved by calling the patient on the phone or with a TeleHear appointment.
- ❑ Join the TeleHear live session and allow the patient to explain the issue they are experiencing.
- ❑ Once you understand the issue, explain to them how to resolve it, or ideally, show them via video with actual product.
- ❑ Depending on the specific problem, once you have resolved it for the patient, follow up with a how-to video, so next time this issue occurs, they can remember how to do the service by watching the video. [Starkey provides such videos to many of the most common troubleshooting issues here.](#)



Integrate TeleHear into Your Practice

For patients looking to purchase a hearing aid and have a valid audiogram

You may have a patient with a valid audiogram (check your state regulations for guidance on the definition of a valid audiogram) but has not yet purchased or is in need of an upgrade. By getting creative, these patients can be fit via a TeleHear solution and be allowed to experience better hearing prior to when they can safely come into your office for an in-person appointment.



Step 1: Consultative Appointment

- Join the appointment via a TeleHear live session to review the patient's audiogram, discuss their needs, and determine recommended technology as you would in person during a normal initial testing appointment.
- During this conversation, use your best judgement to determine if something else may be going on that would warrant an in-person appointment or need for otoscopy prior to fitting. If this is the case, explain to your patient why they need to come in, as well as the cleaning and safety protocols you are taking in-office to help them feel comfortable with this next step.
- If your patient's audiogram is outdated, consider having them download the **Starkey SoundCheck** app. They can take the hearing test through the app and email you their results. Once received, compare the results to their audiogram on file to look for any major differences or areas of question or concern.
- Also, during this initial appointment, if you do not have the necessary ear measurements, ask the patient to hold up a ruler to their ear so you can see the measurements – this will be easier with the help of someone with them.
- Schedule the follow-up TeleHear fitting appointment after expected delivery of the hearing aids.

Integrate TeleHear into Your Practice

For patients looking to purchase a hearing aid and have a valid audiogram *(continued)*

Step 2: Providing the Hearing Aids to the Patient

- In preparation for the fitting appointment, prepare the hearing aids ahead of time:
 - ◆ Assemble aids and have extra sizes of buds, receivers and tubes available
 - ◆ Ensure the right and left hearing aids are clearly marked
 - ◆ Complete a best fit through Inspire X
 - ◆ Ensure the hearing aids are fully charged or have fresh batteries
 - ◆ If an accessory was purchased, make sure it is synced to the hearing aids
 - ◆ Provide all necessary supporting parts and materials, including purchase agreements and/or delivery confirmation with instructions for the patient to sign and return
- You will need to get the hearing aids to the patient prior to their TeleHear fitting appointment. Do what works best for your office and what aligns with your comfort level. You could consider mailing the hearing aids, doing a direct drop-off at their home, or having the patient or a loved one pick up in your office or via a curbside option.
- Before the fitting appointment, make sure your patient has the **Thrive Hearing Control app** downloaded and **TeleHear** is set up.

Step 3: Fitting Appointment

- Join the appointment via a TeleHear live session and follow your normal in-office protocol to ensure the patient is experiencing a comfortable fit, is happy with their hearing aid settings, can complete basic functionality and knows what to expect prior to their next appointment.
- Make sure your patient is comfortable with the **Thrive Hearing Control app**.
- If immediate fine-tuning is needed, it can be completed in real-time via a TeleHear live session.
- Inform them of helpful content available within the **Thrive Hearing Control app** and on Starkey.com.
- Discuss options for a follow-up appointment and schedule it.
- Call the patient 24-hours after the appointment to check in and make sure they are happy with their hearing aids and experience. Also, consider sending a personalized follow-up video or message with helpful tips and things to know.