Preparing for a TeleHear Appointment with your Patient

The TeleHear™ remote programming feature allows you to make remote programming adjustments in real-time using a two-way audiovisual link between you and your patient.

Set up your Office

You will need:

- Fitting computer

- Inspire X 2020.1 or greater

- TeleHear Dashboard

- Internet connection

- Integrated computer camera or external camera (webcam)

- Integrated computer microphone/speakers or headset

Getting Started:

- **Establish your TeleHear Dashboard.** The TeleHear Dashboard serves as the clinician control center for managing remote programming and provides a variety of administrative tools.

- **Generate a remote programming code in Inspire X.** The remote programming code creates a secure cloud connection between you and your patient. This code is generated once per patient and is only used during setup. A code can be generated with or without the hearing aids connected to the software. Codes are valid for three days and each patient must receive a unique code. Make note of the remote programming code for later use.

For assistance, refer to the TeleHear Dashboard and System Setup QuickTip.

Tips for a successful remote programming session

- Position your camera to reduce visual distractions such as windows or high traffic areas.

- Select a quiet location for minimal auditory distractions.

- Check that your camera, microphone, and speakers are working properly.

- Position yourself close to the microphone and speak clearly for the best sound quality.

- Position yourself so that your patient can clearly see your face.

- Avoid unnecessary noises (i.e. papers rustling, clicking a pen) as these sounds can negatively affect sound quality during the live session.

- Use your clinical judgement to determine if the patient needs to come into the office for further assistance.
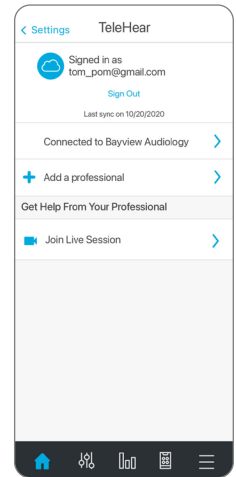
Prepare your Patient

They will need:

- Thrive platform 2.4 GHz hearing aids

- Smart device

- Thrive Hearing Control app

- Internet connection (cellular or wifi)

Getting Started:

The following tasks will ensure that your patient is ready to use TeleHear.

- **Download the Thrive Hearing Control app.** The Thrive Hearing Control app is available for both Apple® and Android™ smart devices. For compatibility information visit: https://www.starkey.com/hearing-aids/apps/thrive-hearing-control/compatibility.

- **Pair the hearing aids to the smart device.** For assistance, refer your patient to the Thrive Setup QuickTIPS.

- **Complete the Thrive app setup process, including cloud sign in.** The patient must be signed into the cloud to use TeleHear. For assistance, refer your patient to the Thrive Setup QuickTIPS.

- **Provide the remote programming code that was generated in Inspire X to your patient and have them enter it into the Thrive app.** This creates a secure cloud connection between you and your patient. For step-by-step instructions refer your patient to Prepare for a TeleHear Appointment-For Patients QuickTIP.

- **Schedule a time for the first TeleHear appointment.**

Instructional resources to share with your patient:

- Setting up your Mobile App Apple

- Setting up your Mobile App Android

- Prepare for a TeleHear Appointment

- TeleHear-Join Live Session

- Patient Product Support: www.starkey.com/veterans

- Veteran Technical Support Line: (800) 211-7789