Hearing Care Anywhere

Remote Adjustments (Asynchronous) Remote Programming

The Hearing Care Anywhere Remote Adjustments feature allows hearing aid users and hearing professionals to manage remote hearing aid adjustments at their convenience as an appointment is not required. The speed of exchange is nearly synchronous, and a concurrent video or phone call is possible. The below steps will walk through how the hearing professional receives and manages a Remote Adjustment request from the hearing aid user.

System Requirements

Hearing Professional:
- Fitting Computer
- Inspire X 2020.1
- Hearing Care Dashboard
- Internet Connection

Patient:
- 2.4 GHz Thrive platform hearing aids
- Smart Device
- Thrive Hearing Control app
- Internet Connection (Cellular or WiFi)

Getting Started

- The hearing professional must be logged into the Hearing Care Dashboard.

- The hearing aid user must have remote programming enabled in their hearing aids, and the feature must be activated in their Thrive app.
  See the Hearing Care Anywhere Dashboard and System Setup QuickTIP for more information on these topics.

Receiving A Remote Adjustment Request

Remote Adjustment requests are submitted by the hearing aid user through the Thrive app.
See the Hearing Care Anywhere Requests QuickTIP for more information.

A red dot will appear on the ear icon in the system tray when a new Remote Adjustment request has been received if you are logged into the Hearing Care Dashboard.

1. Double click on the Hearing Care Dashboard icon. The Dashboard may also be launched from **Inspire X** > **Get Started** > **Remote Programming** > **Open Hearing Care Dashboard**.

NOTE: *The Dashboard retains your login and is ready to go when you start your computer unless you logged out. Log in using your email address and password if necessary.*

Receiving A Remote Adjustment Request (Continued)

2 Once the Dashboard opens, click on **Remote Adjustments** at the top of the screen if your organization is using both asynchronous and synchronous applications of Hearing Care Anywhere.

3 New Remote Adjustment requests will populate under the New tab in the Dashboard.

**NOTE:** *The Dashboard refreshes every 15 minutes. Click the* **Refresh** *button to update requests sooner.*
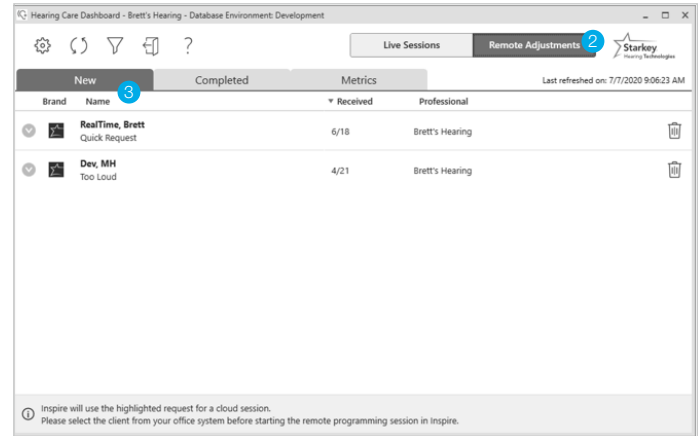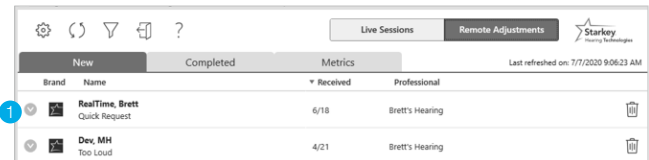

Answering A Remote Adjustment Request

Hearing professionals who are grouped together by the administrator can see and respond to one another's Remote Adjustment requests. Use the funnel icon to see requests for other professionals.

1 Click on a hearing aid user's name or the arrow adjacent to their name to see a summary of the request they submitted.

2 Click **Start Fitting** in the bottom, right corner of the screen to launch Inspire X and make programming adjustments.

- If the Start Fitting button is not at the bottom of the screen after selecting the hearing aid user, open your hearing aid patient database and select the same patient and follow these steps: Launch **Inspire X**, go to **Get Started**, select **Remote Programming**, and choose **Load Cloud Session**.

- If you do not have access to the hearing aid user's database file, you will need to select a generic **Test** or **Remote Programming** patient from your database and follow the steps above.

- If you are using a standalone version of Inspire X, omit opening the patient database and go straight to opening Inspire X and selecting **Load Cloud Session**.

3 Make programming adjustments to professional created or custom memories using Inspire X.
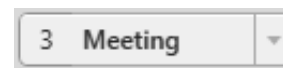
TIPS:

- *To view details of the request, hover over Hearing Care Anywhere in the upper, right-hand corner of the screen.*

- *Ensure you are adjusting the intended memory. Click on that memory to make it the 'selected memory.'*

- *The memory linking tool helps you apply the same adjustments to multiple professional memories simultaneously.*
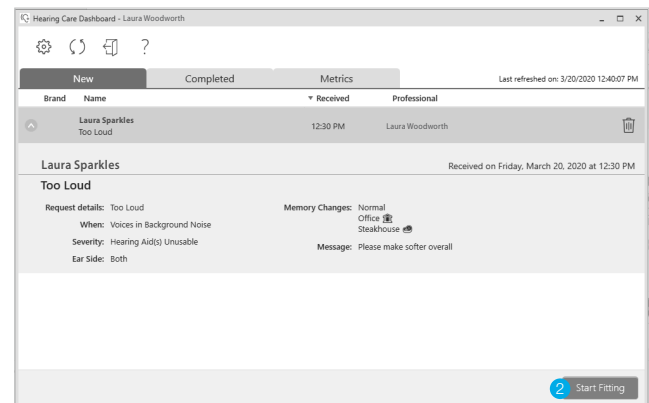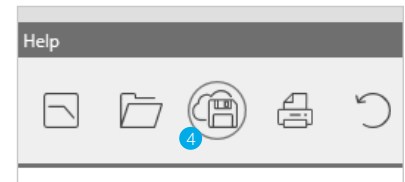

Selected:

Not selected:

Answering A Remote Adjustment Request (Continued)

4   Click the **Save** icon.

5   The optional **Database** description is saved to your database. Patient databases do not automatically differentiate a remote programming session from a traditional one. Consider using a designator to identify the use of remote programming (e.g. RP or RA) when entering a description of the session.

6   The **Remote Programming** description appears in the Thrive app for the hearing aid user. You may edit the message if desired.

7   Click **Save** to save the session to your database and send the new settings to the Thrive app.

•   The hearing aid user will be able to compare the 'Current' and 'New' settings and save the ones they prefer for each memory environment.

Completed Remote Adjustments

Once adjustments to the hearing aid settings have been made and saved, the Remote Adjustment request automatically moves to the 'Completed' section in the Hearing Care Dashboard.

1   Click on a patient's name or the arrow adjacent to their name to see a summary of the request.

2   The Hearing Care Dashboard tracks the Status of Remote Adjustments. There are five possible statuses for Remote Adjustments (hover on any icon for a description):

✓   Adjustment(s) accepted

→   Changes sent to cloud - waiting for patient to open in Thrive app

✗   Adjustment(s) declined

ooo   Adjustment(s) status is mixed (Some accepted/rejected)

👁   Patient has opened adjustments in Thrive app for review

Completed Remote Adjustments (Continued)

3 The Hearing Care Dashboard also tracks Satisfaction Ratings if provided by the hearing aid user. There are three possible satisfaction ratings that may be selected by the hearing aid user (hover on any icon for a description):

☺ **Satisfied**   😐 **Not yet satisfied**   ☹ **Disatisfied**
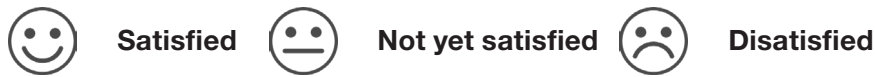
NOTE: *Completed requests may be deleted using* 🗑. *If requests are deleted, they will not be included in the Metrics data.*

Metrics

The Hearing Care Dashboard features a Metrics tab for Remote Adjustments that is visible to administrators. The following information is provided:

- Total Number of Unique Patients
- Average Reply Time
- Number of New Requests

- Number of Completed Requests including the status of completed requests and satisfaction ratings

The default display shows data for the entire organization over the past 30 days.

1 The analysis window may be changed. The options include:

- **Past 7 days**
- **Past 30 days** (default)
- **Past 90 days**

2 Data may be viewed for:

- **Organization** (default)
- **Locations**
- **Groups**
- Individual **Users**