

## Protocol for ReSound Assist – Tested Not Sold

The COVID-19 health crisis has forced the healthcare industry to make dramatic changes. Services once conducted in-person have become available to patients, online. With the shift to teleaudiology, clinicians will also need to adapt their standard practice of care to meet the inherent constraints of the platform. Quality patient care, which is the most important outcome, will look different than it did before social distancing. It is possible, however, to provide amplification to those individuals who need it most, *when* they need it most. At times like this, social isolation can have lasting, damaging effects on hard of hearing people. Patients who have previously been evaluated by a hearing care professional but did not purchase devices, may now find that their hearing loss is impacting their ability to stay connected to the outside world. ReSound Assist Live Assistance allows the clinician to reconnect with those patients and set them up with a hearing solution to meet their needs.

The following protocol is recommended to ensure accuracy of the fit and safety of the patient. The patient should be informed of the ReSound Assist consent process before beginning.

### Step 1: Equipment Preparation (Clinician)

1. Verify that there is a current audiogram on file for the patient.
  - a. If the patient's hearing loss exceeds the fitting range of the ReSound LiNX Quattro or LiNX 3D RIE, the patient is not a candidate for remote fitting.
2. Open NOAH and connect the hearing aids to Smart Fit 1.6 and advance to the Fitting screen.
  - a. Set gain to target in all programs.
  - b. Login to GN Online Services (in the top right corner of the screen).
3. Verify that Remote Fine-Tuning and Live Assistance are enabled.
  - a. Email the patient a copy of the consent form. Have them reply to the email to confirm consent. If the patient does not have an email address, prepare a printed copy of the consent form for them to sign at curbside pick-up.
  - b. Complete the consent process in ReSound Smart Fit on behalf of the patient.
4. Save the settings in the hearing aids and exit ReSound Smart Fit 1.6.
5. Attach receivers to both devices.
  - a. Receiver power (LP or MP) and dome size (open or tulip) should be determined by comparing the patient's hearing loss to the fitting ranges in ReSound Smart Fit.
  - b. If the clinician has record of demonstrating devices at the last evaluation and receiver and dome size were indicated, that is what should be attached to the devices.
  - c. If no record of receiver and dome size are on file, attach size 2 with tulip domes\*.

\*If custom earmolds are required for the patient, due to severity of loss or dexterity concerns, they are not a candidate for remote fitting.

### Step 2: Packaging Devices for Curbside Pick-up (Clinician)

1. Include documents to assist the patient in preparing for the Live Assistance process.
  - a. Get Connected guide
  - b. Live Assistance Quick Guide
2. Depending on which model of ReSound LiNX Quattro or LiNX 3D RIE is being dispensed, verify that the devices are fully charged (ReSound LiNX Quattro rechargeable 61) or include an ample supply of batteries for other models.
3. Practice strict hygiene before and after handling instruments.

- a. Wash hands before touching devices.
- b. Wipe down instruments, domes and supplies with disinfectant wipes prior to packaging.
- 4. Verify that the patient has read and given consent for Live Assistance via email. Or prepare a printed consent form for the patient to complete at pick-up.
- 5. Ask the questions in the table, below:
  - a. If the answer is "yes" to any of the following questions, refer client for medical evaluation.

<b>Does the client exhibit or report:</b>		
1. Visible congenital or traumatic deformity of either ear?	Y	N
2. Active drainage from ear(s) within the last 90 days? .....	Y	N
3. Sudden or rapidly progressive hearing loss, unilateral or bilateral, within the last 90 days? .....	Y	N
4. Acute or chronic dizziness? .....	Y	N
5. Sudden onset or increase in severity of tinnitus within the last 90 days? .....	Y	N
6. Pain in the ear(s)? .....	Y	N
7. Evidence of cerumen accumulation or foreign body. in the ear canal (s)? .....	Y	N

- b. Ask patient to remove devices from packaging and put instruments on ears to verify they are capable and that the fit is appropriate.

**Step 3: Live Assistance Set Up (Patient)**

- 1. Download the ReSound Smart 3D app from the App Store on an iOS device (iPad or iPhone).
- 2. Follow the steps to pair the iOS device to the hearing aids in the Get Connected guide.
- 3. Open the app and give consent.

**Step 4: Live Assistance Set Up (Clinician)**

- 1. Verify web camera is working.
- 2. If Real Ear equipment is used in the office, it must be completely disconnected before initiating Live Assistance.
- 3. Verify that your NOAHlink Wireless is connected to your PC.

**Step 5: Live Assistance Call (Clinician and Patient)**

- 1. Only the clinician can initiate a Live Assistance call.
  - a. Open the patient’s file in NOAH and choose “simulate” in the bottom, right corner then advance to the Fitting screen.
  - b. Login to GN Online Services.
  - c. Select “Start Live Assistance” in the left navigation panel.
- 2. Connect the hearing aids.
  - a. For a new user, the clinician should be prepared with a set of similar devices to demonstrate through video how to place the instruments on the ears.
  - b. The clinician can observe the patient through video to ensure that they have inserted the domes securely.
- 3. Calibrate and make programming adjustments like a normal fitting session.
- 4. For new users, ample time should be spent coaching them on proper insertion/removal of devices, changing batteries, care, cleaning and expectations for daily usage.

- a. All the above steps can be demonstrated during the video call by the clinician using the same devices and tools.
  - b. Patients should be encouraged to keep a daily journal to track their usage of the devices and to document their experience with them.
5. Schedule a 30 minute follow up Live Assistance call within 48 hours of the fitting\*.

\*Clinicians should treat the Live Assistance appointment exactly as the normal in-office hearing evaluation and instrument fitting. All normal procedures conducted at these visits should be conducted through Live Assistance.

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#### **Recommendations for Setting the Experience Level in ReSound Smart Fit 1.6:**

1. First Time User:
  - a. To mitigate risk in the fitting choose a very conservative experience level, either First Time User or Comfort User.
  - b. When all the restrictions lift, it is recommended that the clinician conduct a follow up visit in the office.
  - c. At the follow up, the clinician should conduct a full hearing evaluation and make fine-tuning adjustments, including REMs, to the devices.