

ReSound Assist Live – Additional guidance for remote fitting

Addendum to ReSound Assist Live Assistance Quick Guide

The following guidance is recommended when you perform a remote fitting of a new hearing aid using ReSound Assist Live (Live Assistance). The guidance is designed to ensure accuracy of the fit and safety of the patient.

Please note:

- This guidance assumes that national as well as other regulations and guidance for hearing aid fitting are followed, e.g. medical evaluation, reimbursement regulation etc.
- This guidance is relevant only in the remote fitting cases where a valid audiogram for the client exists on file.

Overview of steps to take

1. Verify that a valid audiogram is on file for the patient.
2. Prepare your patient. **Important:** Consent for GN Online Services must be obtained.
3. Prepare the hearing aids: Fit and assemble the hearing aids before delivering to your patient.
4. Prepare your Live Assistance setup.
5. Check that the patient is ready to receive the Live Assistance call: The ReSound Smart 3D app must be downloaded and connected to the hearing aids.
6. Conduct the Live Assistance call with the patient.
7. Follow-up meeting in the clinic.

APPENDIX A: How to obtain consent for GN Online Services from your client

Product range for remote fitting

- ReSound LiNX Quattro
- ReSound LiNX 3D
- ReSound ENZO Q
- ReSound ENZO 3D

Step 1: Verify that a valid audiogram is on file for the patient

1. Retrieve the client from the NOAH database and verify the validity of the audiogram. This should be done for both new and existing patients.

Step 2: Prepare your patient

1. Schedule a 15-minute phone call with the patient to provide instructions and confirm physical health of the outer ear and canal.
2. Confirm that the client has a compatible iPhone or iPad.
3. Notify the patient that you will be sending information by email:
 - a. Use the provided email template to obtain consent for GN Online Services. For full instructions on how to obtain consent, please see Appendix A: How to obtain consent for GN Online Services from your patient.
 - i. For curb-side pick-up, a printed copy of the consent form can be prepared for the patient to sign.
 - b. Use the provided email template to send instructions to the patient on how to download and install the app and how to get started with Live Assistance. Ensure that the patient understands that this must be done before the Live Assistance call can be initiated. You can choose to:
 - i. Attach the Get Connected Pairing Guide.
 - ii. Attach the ReSound Assist Live Assistance Quick Guide.
4. Ask the questions in the table below. If the answer is "yes" to any of the questions, refer patient for medical evaluation.

Does the patient exhibit or report:			
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

Step 3: Prepare the hearing aids

1. Verify the hearing aids meet ANSI specifications using a test box.
2. Open the client's file in NOAH.
3. Connect the hearing aids to ReSound Smart Fit 1.6 and advance to the Fitting screen.
 - a. Fit the hearing aids, based on the audiogram.
 - b. Login to GN Online Services (in the top right corner of the screen).
4. Verify that Remote Fine-tuning and Live Assistance are enabled.
 - a. Complete the consent process on behalf of the patient. For full instructions on how to obtain consent, please see Appendix A: How to obtain consent for GN Online Services from your client.
 - b. It is not necessary to enter the patient's email address when prompted, as this will initiate an email containing the full consent document which the client has already received and agreed to.
5. Save the settings in the hearing aids and exit ReSound Smart Fit 1.6.
6. Before packaging the hearing aids, ensure assembly of the devices. Attach any receivers/tubes and the selected domes or molds:
 - a. Receiver power and dome size/type should be determined by comparing the patient's hearing loss to the fitting ranges in ReSound Smart Fit.
 - b. Size of dome: If in doubt, choose a smaller dome to avoid e.g. pressure marks from too big a dome.
 - c. Length of receiver/tube: If in doubt, choose a longer receiver/tube to avoid e.g. too tight a fit over the ear.
 - d. Mark the page in the user guide that demonstrates correct insertion and maintenance of the devices. For RIE and thin tube BTE devices, also mark pages with dome attachment and include at least four extras of the selected domes.
7. Include the Get Connected Guide (can also be sent by e-mail).
8. Include the ReSound Assist Live Assistance Quick Guide (can also be sent by e-mail).
9. Depending on which model of hearing aid is being dispensed, verify that the devices are fully charged (if rechargeable) or include an ample supply of batteries.
10. Deliver the hearing aids to the patient.

Step 4: Live Assistance setup (Hearing Care Professional)

1. Verify web camera and microphone 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: Check that the client is ready to receive the Live Assistance call

1. Make a phone call to the patient to check that they are ready to receive the Live Assistance call:
 - a. Verify that the patient understands how to insert the hearing aids and that the fit is appropriate.
 - b. The ReSound Smart 3D app is downloaded and installed.
 - c. The patient has connected the hearing aids in iOS settings.
 - d. The patient has connected the hearing aids to the app.
 - e. The patient has accepted access for the app to the phone's camera and microphone.

Step 6: Live Assistance call with the patient

1. Only the Hearing Care Professional can initiate a Live Assistance call.
 - a. Open the patient's file in NOAH and choose 'Simulate' in the bottom right corner, then proceed to Fitting screen.
 - b. Login to GN Online Services.
 - c. Select 'Start Live Assistance' in the left navigation panel.
2. Check the physical fit of the hearing aids.
 - a. It is important that the patient is wearing the hearing aids during the Live Assistance call as the sound will be routed directly to the hearing aids.
 - b. For a new user, be prepared with a set of similar devices to demonstrate through video how to place the instruments on the ears if needed.
 - c. Observe the patient through video to ensure that they have inserted the domes securely. Ask the patient to turn their side to the phone/camera.
 - d. For curb-side pick-up, you can check the physical fit on the patient before leaving.
3. Connect the hearing aids.
 - a. Calibrate the feedback reduction system.
 - b. Make programming adjustments like a normal Live Assistance session.
4. Enabling or adjusting the Tinnitus Sound Generator:
 - a. Live Assistance cannot be used to fit the Tinnitus Sound Generator (TSG) for the first time. Initial fit of TSG must take place at an in-office visit. Transfer of TSG settings from a previous hearing aid is not considered an initial fit, as the user has previously been fitted with TSG at an in-office visit.
 - b. Live Assistance can be used to adjust the TSG for a client who had it included in an in-office fitting. For US only: This will be possible from June 2020.
5. Save the fitting and disconnect the hearing aids. This will apply the fitting to your patient's hearing aids.
6. For new users, ample time should be spent coaching them on proper insertion/removal of devices, correct assembly of dome and receiver, changing batteries, care, cleaning and expectations for daily usage*.
 - a. All the above steps can be demonstrated during the video call using the same devices and tools as in the clinic.

- b. Again, use a similar set of devices to demonstrate on the call.
 - c. Also refer to the instructions described in the user guide accompanying the hearing aids.
 - d. Patients should be encouraged to keep a daily journal to track their usage of the hearing aids and to document their experience with them.
7. Schedule a 30-minute follow-up Live Assistance call within 48 hours of the fitting*.

*Treat the Live Assistance appointment exactly as the normal in-office fitting. All normal procedures conducted at these visits should be conducted through Live Assistance.

Step 7: Follow-up meeting in the clinic

1. First Time User:
 - a. When all the restrictions lift, it is recommended to conduct a follow-up visit in the office at first opportunity.
 - b. At the follow up visit, conduct a full hearing evaluation and make fine-tuning adjustments, including REMs, to the hearing aids.
2. Experienced User:
 - a. At the follow-up visit, conduct a full audiogram along with REMs and fine-tuning adjustments.

APPENDIX A

How to obtain consent for GN Online Services from your patients

Follow these steps:

1. Preparation for the Hearing Care Professional:
 - a. Fill in your name and contact details in the email template where highlighted in yellow before sending to your clients.
 - b. Fill in your name and contact details in the consent document 'Consent for GN Online Services' where highlighted.
2. Obtaining the consent:
 - a. We recommend that you inform your patient about the need for consent to GN Online Services in a phone call prior to sending the email so they are prepared.
 - b. Send email with attached full consent document to your client.
 - c. For curb-side pick-up, a printed copy of the consent form can be prepared for the client to sign.
 - d. Receive consent back from patient.
 - e. Keep record of consent as per standard procedure.
3. When fitting the hearing aids for your patient:
 - a. In ReSound Smart Fit, enter Accept to the consents on behalf of and as agreed by the client ('Agree A' or 'Agree A and B').
 - b. Enable Remote Fine-tuning and Live Assistance.
4. If your patient replies with 'Do not agree':
 - a. Remote Fine Tuning and Live Assistance cannot be enabled for the client, and the remote fitting flow cannot continue.