Remote Hearing Aid Programming

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Benefits of Remote HA Programming

- Improved access (rural areas)
- Cost/time efficiencies for families
- COVID friendly service delivery model
- Patient demand

When deciding to add tele-audiology there are many considerations which include:
- Is there a need?
- Can you be paid?
- Can you offer seamless integration into your other services?
- Do you have a protocol that everyone can follow that allows for this seamless integration into your existing practices?

Hearing Aids Remote Options

- HA consultations
- HA troubleshooting
- HA hearing aid programming
- HA Aural rehab/patient information

Hearing Aids Programming Pilot

- Disclosure: We love Oticon as well as our other HA partners...
- HA programming: Oticon pilot
  - Study using three remote follow-up appts to see if this increases HA use/patient satisfaction

Steps to Prepare the Family

- Get MyChart
- Get Oticon app: Oticon RemoteCare
- Be sure that both hearing aids are paired to the phone AND can connect to the hearing aids via app
- On-line questionnaire before and after 3 telemed visits
Patient Questionnaire

- Q1-8 address name, age, degree of hearing loss, style of amplification, duration of hearing aid use.
- For 9-21 Subjects answered: Not at all True, Somewhat True, Very True
  - Q9. I feel confident with my knowledge of my child's hearing aids
  - Q10. I feel confident in troubleshooting my child's hearing aids when they stop working
  - Q11. I feel confident in managing the care of my child's hearing aids

- Q12. The quality of the discussions through the remote hearing care appointments will be/were as useful as the clinic/hospital appointment
- Q13. The audiologist will be/were able to address my concerns through the remote hearing care appointments
- Q14. When using remote hearing care, I will/did feel comfortable discussing my child's hearing care
- Q15. The remote hearing care technology will be/was easy to use.
- Q16. During the remote hearing care appointment, I will/did feel engaged and connected with the audiologist
- Q17. Overall, the remote hearing care appointments will be/were useful.

Scheduled Appointments

- 1st Hearing aid follow-up (HAFU) for 60 min
- 2nd HAFU for 30 min, 2 weeks after the 1st HAFU
- 3rd HAFU for 30 min, one month after the 2nd HAFU

Day of the Appt

- Provide family instructions for day of appointment:
  - Log into MyChart: make sure to check in (go to “visit” and click on the appointment, then click “check in”)
  - Log into Oticon RemoteCare and start the appointment (make sure to follow up the prompts in the app to pair the hearing aids)

Remote Care Appointment Content

- Access and record data-logging on hours of use.
- Discuss current successes and challenges with hearing aid use informally or via patient age-appropriate questionnaire
- Reprogram aids as needed
- Parents rate hearing aid usage with their child. Information sharing knowledge building/ Q&A.
1st Visit
• Review Audio/BAER results
• Do the earmolds fit?
• Can/has the family:
  – Connected via bluetooth
  – Downloaded and use the app?
  – Use remote accessories?
  – Use the supplies?
  – Change battery?
  – Insert/remove the aid(s) and earmold(s)?
  – Troubleshoot if something were to able working?
• If able to connect:
  – Check data logging
  – Re-program as necessary

2nd Visit
• Check data-logging
• Check on current issues/barriers to HA use
• Re-program as needed
• Complete an age-appropriate questionnaire
  – The LittleEars Auditory Questionnaire
  – The Meaningful Auditory Integration Scale (MAIS)
  – Preschool Sifter/Sifter/Classroom Participation Questionnaire

3rd Visit
• Check data-logging
  – Has the child’s HA usage increased?
  – Has their usage of the app or other Bluetooth features increased?
• Check on current issues/barriers to HA use
• Re-program as needed

3rd Visit Continued
• Does the family:
  – Understand their child’s hearing loss?
  – Understand how the hearing aids work?
  – Understand how to trouble shoot the hearing aids?
  – Understand how to utilize the bluetooth technology?
  – Demonstrate increased/no change/decreased usage of the remote technology?
QUESTIONS?