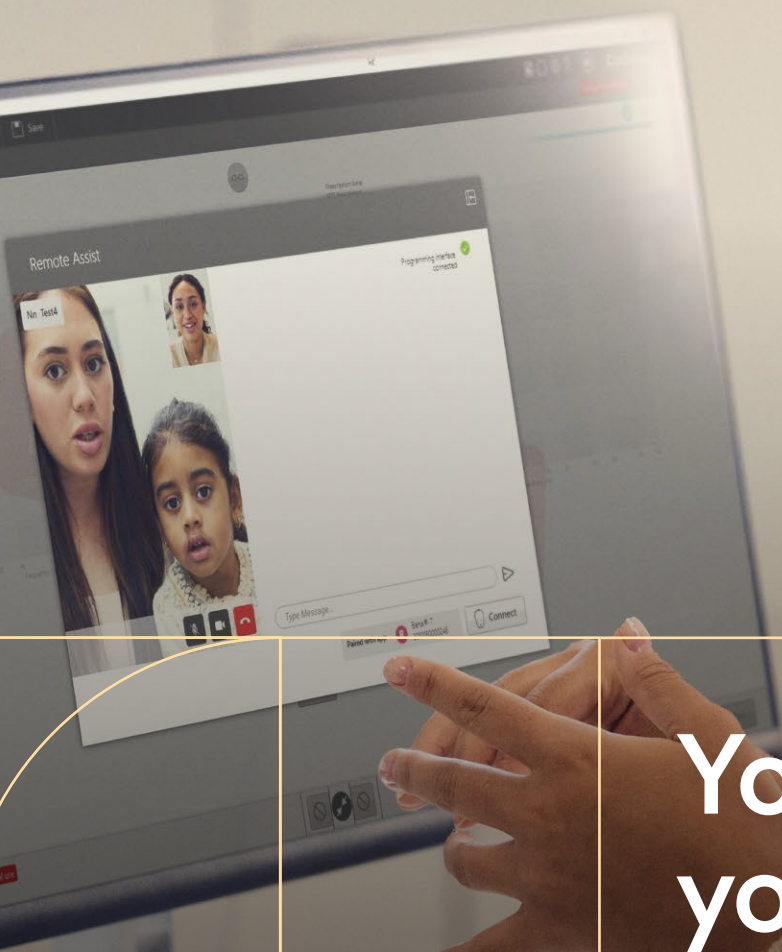


FOR PROFESSIONALS



Your patient, your care, anywhere

Getting started with Remote Care
for Osia® sound processors



Remote Care solutions are part
of Cochlear Connected Care



The flexibility to provide quality care remotely

With Cochlear™ Remote Care, you can offer your patients the convenience of quality hearing care without the need to visit the clinic. This gives you the flexibility to monitor and manage patient progress remotely, providing care when it's needed.

This guide is designed to help you as you begin offering Cochlear Remote Care to your patients. It provides detailed product information, troubleshooting guidance, and tips for assimilating Remote Care into your routine clinical practice.

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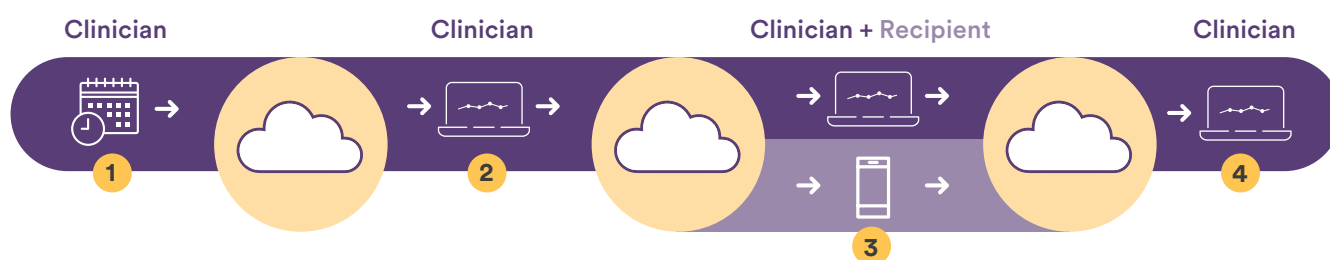
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Getting Started with Cochlear Remote Assist

Cochlear Remote Assist is a Remote Care solution available for Cochlear™ Osia® 3/3(l) Sound Processor recipients that can offer many benefits for both you and your patients. It allows you to have a pre-scheduled video appointment using the Osia Smart App and the Osia Fitting Software 3. During the Remote Assist session, you can assess how the patient is progressing, discuss any issues they are experiencing and make programming changes.

How Remote Assist works



1 Schedule an appointment: Use your clinic's standard booking process to schedule the Remote Assist appointment and send a reminder to your patient.

2 Initiate the session: At the scheduled time, log into Osia Fitting Software 3 using your myCochlear™ Professional credentials, select the patient from the patient list, and click to call. Your patient answers on their smartphone to establish the connection.

3 Adjust the sound processor: Connect to the Osia 3 Sound Processor and complete fitting activities as you would in clinic, including BC Direct, Feedback Measurement, Implant Association, and Digital Link Calibration if required.

4 Complete the session: Save all changes to the sound processor, disconnect, and end the call.

Remote Assist benefits

For clinics

Offering Remote Assist allows you to provide patients with the quality hearing care and support they need, without the need for them to physically visit the clinic. Benefits include the following:

- **Convenience and flexibility**
Consultations can be scheduled at a time and place that suits you and your patient. Patients do not need to travel to your clinic or take time off work/school to attend.
- **Greater capacity for patient management**
With the reduced need for in-clinic appointments, you may find more time for other patients who have more complex needs.
- **Improved follow-up care**
You can easily perform check-in appointments and follow-up sessions without needing to schedule an in-clinic visit.
- **Remote programming of long-distance patients**
Patients who live far from the clinic or those who have difficulty travelling can still access quality care.
- **Ability to adjust the sound to the patient's environment**
If your patient is struggling with sound in a specific environment, Remote Assist allows you to fine tune the sound while the patient is in that environment.
- **Enhanced patient relationships**
Regular contact with your patients allows you to strengthen relationships and demonstrate commitment to their hearing journey.

For patients

Cochlear Remote Care solutions can give your patients confidence that you are only a video call away. Benefits include the following:

- **Convenience**
Avoiding a clinic visit reduces the time patients and carers need to step away from work and education.
- **Flexibility**
Appointments can be scheduled at a convenient time and location.
- **Timely attention**
Rather than waiting for an in-person appointment, issues can be addressed through a Remote Assist session.
- **Continuity of care**
Patients have regular contact with you, rather than feeling isolated between appointments.

Your patient does not require any additional hardware to use Remote Assist, just their compatible smartphone and their Osia 3/3(l) Sound Processor.

Cochlear's Smart App is available on the App Store and Google Play. For information on the sound processors, operating systems and devices that are compatible with the Smart App, visit www.cochlear.com/compatibility

When to use Remote Assist

Remote Assist is designed for use with adults and children using unilateral or bilateral Osia 3/3(I) Sound Processors for a variety of clinical purposes including:

- Troubleshooting and patient triage when something unexpected happens or the patient requests assistance
- Remote management of long-distance patients
- Fitting appointment follow-up
- Adjusting of sound processor settings
- Initial fitting of upgrade or replacement sound processor
- Adding additional listening programs

Note: Remote Assist does not support First Fit for bilateral users or for the initial fitting of a second sound processor in previously unilateral patients.

User requirements

Meeting the following requirements will ensure both you and your patient are set up for a successful Remote Assist session.

For clinics	Osia Fitting Software 3.
	To use Remote Assist, your clinic must be enrolled. Contact your local Cochlear representative to get started.
	Cochlear Professional account.
	Computer with camera and microphone capability, and access to a reliable and stable internet connection.
	Noahlink™ Wireless.
For patients	Osia 3/3(I) Sound Processor
	Compatible iOS or Android™ smartphone*
	The latest Osia Smart App, connected to the sound processor.
	Patient or caregiver Cochlear account associated with your clinic. If the patient is a minor, it is the caregiver that needs to have the Osia Smart App and a carer account as minors are never called directly via Remote Assist.
	Access to reliable and stable internet through Wi-Fi, 4G or 5G

* For compatibility information, visit www.cochlear.com/compatibility

Choosing patients for Remote Assist

Remote Assist can work well for a wide range of patients. Consider the following when determining if a patient is appropriate for Remote Assist:

Patient factors to consider

Technology confidence – Is your patient comfortable using a smartphone and apps? Do they have reliable internet access?

Ability to fulfil user requirements (see above) – Do they have a compatible smartphone and stable internet access?

Communication style – Some patients may prefer face-to-face consultations, while others appreciate the convenience of virtual care.

Type of appointment – Remote Assist works well for routine follow-ups, programming adjustments and troubleshooting. Complex initial fittings or patients requiring extensive counselling may benefit more from in-clinic appointments.

Age considerations – For paediatric patients, ensure a parent or caregiver is available to assist during the Remote Assist session. No calls are performed directly to a minor via Remote Assist.

Best practice recommendations

Consider starting with patients who are confident with technology and who have straightforward hearing needs. This will help you develop confidence with Remote Assist before expanding to other patient groups. You may also wish to conduct an initial Remote Assist trial session with the patient while they are still in the clinic, so they can experience the technology and ask questions in person.



Connect with Remote Assist

Preparing for a Remote Assist session

These are the steps for preparing for a Remote Assist appointment:

1. Check clinic enrolment: Your clinic needs to be enrolled in Remote Assist before you can use this service. Contact your local Cochlear representative for more information about enrolment.

2. Check Remote Assist status and patient-clinic association:

For clinics – Log in with your Cochlear account in Osia Fitting Software 3 and check for the patient's name in the Remote Assist call list. If the patient's name is present, you are able to initiate a Remote Assist call. If it is not present, click on “Invite patient” and share the QR code with the patient. They need to scan it from within the Osia Smart App to associate with your clinic. Alternatively, you or the patient can register the sound processor to your clinic to create the association.

For patients – The patient should see Remote Assist in the Osia Smart App menu. They should go through the Remote Assist checklist in the app, scan the QR code you provide for the clinic association and then they will be able to receive your Remote Assist call. If the patient cannot see Remote Assist in the menu, check that they have logged in with their Cochlear account to the Osia Smart App and that they have associated with your clinic.

3. Schedule the appointment: Use your clinic's regular booking process to schedule the Remote Assist appointment with your patient. You cannot schedule Remote Assist appointments through Osia Fitting Software. You may wish to send your patient an appointment reminder closer to the scheduled date for the Remote Assist session. Remind patients to expect a Remote Assist call from you. At that time their smartphone will clearly identify that you are the caller.

4. Prepare your patient: Some tips for preparing your patients ahead of a Remote Assist session include:

Provide support materials for them to have on hand during the session, including information on having a successful video call and troubleshooting tips. This information is also accessible directly in the Osia Smart App and available to patients to read before the session.

- Make sure the patient has logged in and successfully completed the checklist in the Remote Assist section of the Osia Smart App.
- Remind patients to fully charge their smartphone (or connect it to a charger) and sound processor before the session.
- If needed, the patient can ask a family member, friend, or other support person to be nearby during the first Remote Assist session to help them feel more comfortable with video calling.
- Ask your patient to find a comfortable, quiet and well-lit place with sufficient internet connection.
- Suggest using a phone holder for the session, so your patient's hands are free and the video remains steady.
- Have a backup communication plan in place in case a patient is unable to connect to the Remote Assist session or experiences technical issues.

During a Remote Assist session

These are the steps for performing your live Remote Assist appointment:

- 1. Prepare your space:** Optimise your space, seating and lighting so your patient will clearly see you during the Remote Assist session. Minimise background noise and use a quality microphone to ensure your patient can hear you.
- 2. Connect Noahlink™ Wireless:** Ensure Noahlink Wireless is connected and running before starting the fitting software.
- 3. Initiate the Remote Assist call:** Open Osia Fitting Software 3, choose Log in online, sign in with your Cochlear account, select the fitting type, and proceed through the on-screen steps until you can select the patient from the Remote Assist call list. Click the video call icon to initiate the Remote Assist session. The patient will receive the call on their smartphone through the Osia Smart App.
- 4. Conduct the appointment:** Once connected, you can communicate with your patient via video and chat whilst accessing their sound processor through the fitting software. Conduct your appointment as you would an in-clinic session, making programming adjustments as needed. Your patient will hear these changes in real time.
- 5. Save changes:** Ensure you save any programming changes to the sound processor before ending the session. Unsaved changes will be lost if the connection is interrupted.
- 6. End the session:** When you have completed the appointment, end the Remote Assist session within Osia Fitting Software 3. Confirm with your patient that they are satisfied with the outcome and schedule any follow-up appointments if needed.

During the session: Communication tips

- Speak clearly and check regularly that your patient can hear and understand you.
- Use the chat function if needed during the session.
- Use visual cues and gestures to enhance communication, especially with paediatric patients or those with limited hearing.
- Be patient if there is any delay in the video or audio connection – this is normal for video calling.
- Encourage your patient to provide feedback on how changes sound to them.
- Take time to answer questions and address any concerns.

Note: If you are performing a first fit, remember that no sound comes through the sound processor until the implant is associated with the Sound Processor and until you have created a prescription, the sound processor microphones are not switched on.

Common questions

Below are some common questions about using Remote Assist.

What does the patient need to use Remote Assist?	To use Remote Assist, the patient needs the following: - An Osia 3/3(l) Sound Processor - A compatible iOS or Android™ smartphone - The latest Osia Smart App, installed on the smartphone and connected to the sound processor - A Cochlear account associated with the clinic.. - If the patient is a minor, the caregiver must have the Osia Smart App and a caregiver account, as minors are never called directly via Remote Assist - Access to a reliable and stable internet connection via Wi-Fi, 4G, or 5G Cochlear's Smart App is available on the App Store and Google Play. For information on the sound processors, operating systems and devices that are compatible with the Smart App, visit www.cochlear.com/compatibility
When using Remote Assist, are all regular fitting software features available to use?	All software features available to you during an in-clinic session are also available during a Remote Assist session, with two exceptions: 1. You cannot configure bilateral processors during a Remote Assist session. The bilateral pair needs to be configured before you send them to the patient so that during the session you can fit and adjust the bilateral pair in a follow-up session. 2. You cannot pair/connect to Cochlear True Wireless™ devices via Osia® Fitting Software 3 during a Remote Assist session. The patient will need to pair/connect the devices themselves following the instructions provided, or with your help via Remote Assist once you have disconnected the sound processor from Osia Fitting Software 3.

Can I upgrade a patient from an Osia 2/2(I) to an Osia 3/3(I) using Remote Assist?	Yes. Remote Assist supports upgrading from an Osia 2/2(I) sound processor to an Osia 3/3(I) sound processor. To complete the upgrade: 1. Select the fitting flow "Upgrade sound processor" in Osia Fitting Software 3. 2. Open an existing fitting file from the patient's Osia 2/2(I) sound processor. 3. Follow the on-screen instructions to complete the upgrade remotely. Before the appointment, ensure that: - The patient has unpaired their Osia 2 sound processor from both the app and the phone. - The patient has received their Osia 3 sound processor. - The patient has paired and connected the Osia 3 sound processor to the Osia Smart App. - The patient is logged in to the Smart App with their Cochlear account. - Both the clinician and the patient have followed all setup instructions in this guide.
What happens if my patient gets a phone call during the Remote Assist session?	If your patient answers a phone call, it is likely the session will end. If answering a call is necessary, instruct the patient to exit Remote Assist first before answering, to avoid any streaming issues. You should save any adjustments to file. Once the phone call is ended, the patient should advise you through alternative means that they are ready for you to call them again. If they have restarted their sound processor, it will have reverted back to the original settings. Once the Remote Assist session is reestablished, load the saved file and continue with the programming. Be sure to save changes to the processor before ending the session.

What if the video or audio quality is poor during a Remote Assist session?	Poor video or audio quality is usually due to internet connectivity issues. Ask your patient to move to an area with better Wi-Fi signal or mobile data coverage. If issues persist, you may need to reschedule the appointment for when better internet connection is available. Alternatively, you may be able to continue with audio only if the video connection is unstable.
What if the sound processor disconnects during a Remote Assist session?	If the sound processor disconnects from Osia Fitting Software 3 during a Remote Assist session, you will need to reconnect. Ensure Noahlink™ Wireless is still connected, then ask your patient to check that their sound processor is switched on and within range of their smartphone. You may need to restart the Remote Assist call to re-establish the connection.
Can I use Remote Assist for First Fit appointments?	Remote Assist can be used for First Fit appointments for unilateral patients. However, Remote Assist does not support First Fit for bilateral users or for the initial fitting of a second sound processor in previously unilateral patients. These scenarios require in-clinic appointments.
How do I troubleshoot if a patient cannot see Remote Assist in the Osia Smart App?	Ensure the patient has the latest version of the Osia Smart App installed and that they are logged in with their Cochlear account. Check that your clinic is enrolled in Remote Assist and that the patient is associated with your clinic. If issues persist, contact your local Cochlear representative for technical support.



Counselling patients about Remote Care

Introducing Remote Care to your patients requires clear communication about what Remote Assist is, how it works, and the benefits it can provide. This section offers guidance on discussing Remote Care with your patients.

Introducing Remote Care to patients

When introducing Remote Care to your patients, consider the following key points:

Explain the benefits: Help patients understand how Remote Care can make their hearing journey more convenient and flexible. Emphasise that they will receive the same quality care without needing to travel to the clinic.

Address concerns: Some patients may feel uncertain about using technology or prefer face-to-face appointments. Listen to their concerns and provide reassurance. You might suggest starting with a trial session or offering a combination of in-clinic and remote appointments.

Set expectations: Explain what will happen during a Remote Assist session, including how long it will take, what technology they will need, and how to prepare.

Provide support materials: Give patients written information or direct them to resources in the Osia Smart App that explains Remote Care and how to prepare for a Remote Assist session.

Key messages for patients

Consider using these key messages when discussing Remote Care with your patients:

"Remote Care allows me to support your hearing health without you needing to visit the clinic."

This emphasises the convenience and flexibility of Remote Care whilst reassuring patients that they will still receive quality support.

"During a Remote Assist session, we will have a video call, and I will be able to make adjustments to your sound processor just as I would if you were here in the clinic."

This helps patients understand that Remote Care is not just a phone call – it's a comprehensive appointment where programming changes can be made.

"You will hear any changes I make immediately, so you can give me feedback in real time."

This highlights the interactive nature of Remote Assist and reassures patients that they will be actively involved in their care.

"All you need is a compatible smartphone, the Osia Smart App, and a good internet connection."

This simple message helps patients understand that they do not need any special equipment beyond a compatible smartphone.

"We can schedule Remote Assist appointments at a time that suits you, even if that's outside regular clinic hours."

This emphasises the flexibility that Remote Care can offer, particularly for patients with busy schedules.

Addressing common patient concerns



Concern

"I'm not confident with technology."

Response

Reassure the patient that the technology is designed to be simple and user-friendly. Offer to walk them through the process, step-by-step, during the first session, or suggest having a family member or caregiver present to help. You can also conduct a trial session whilst the patient is still in the clinic so they can practice using Remote Assist with your guidance.



Concern

"I prefer to see you face-to-face."

Response

Acknowledge the patient's preference and explain that Remote Care is not intended to replace all in-clinic appointments. Reassure them that you can use a combination of in-clinic and remote appointments, and that more complex needs can still be addressed in person. Remote Care is simply an additional option to provide flexibility.



Concern

"What if something goes wrong during the session?"

Response

Explain that technical issues are rare, but if they do occur, you will have a backup plan in place. This might include rescheduling the appointment or switching to a phone call if the video connection is unstable. Reassure the patient that their sound processor settings will not be affected unless changes are saved. They simply need to restart their sound processor if the call gets interrupted unexpectedly and it will revert to previously saved settings.



Concern

"Will my internet connection be good enough?"

Response

Explain that Remote Assist works well with most standard home internet connections or mobile data (4G or 5G). Suggest that the patient tests their connection before the appointment by using other video calling apps. If the connection is not stable, you can reschedule or conduct the appointment in the clinic.

Tips for successful patient counselling

Use plain language: Avoid technical jargon when explaining Remote Care. Use simple, clear language that patients can easily understand.

Be enthusiastic: Your attitude towards Remote Care can influence how patients feel about it. Be positive and enthusiastic about the benefits whilst acknowledging any challenges.

Tailor your approach: Different patients will have different levels of comfort with technology. Adapt your counselling approach based on the individual patient's needs and preferences.

Provide demonstrations: If possible, show patients the Osia Smart App and demonstrate how a Remote Assist session works. Visual demonstrations can be very effective in building patient confidence.

Follow up: After the first Remote Assist session, check in with your patient to see how they felt about the experience. This feedback can help you improve future sessions and address any ongoing concerns.



Getting the most from Remote Care in your clinic

Successfully integrating Remote Care into your clinic requires planning, staff training, and ongoing evaluation. This section provides recommendations for making Remote Care a valuable part of your clinical practice.

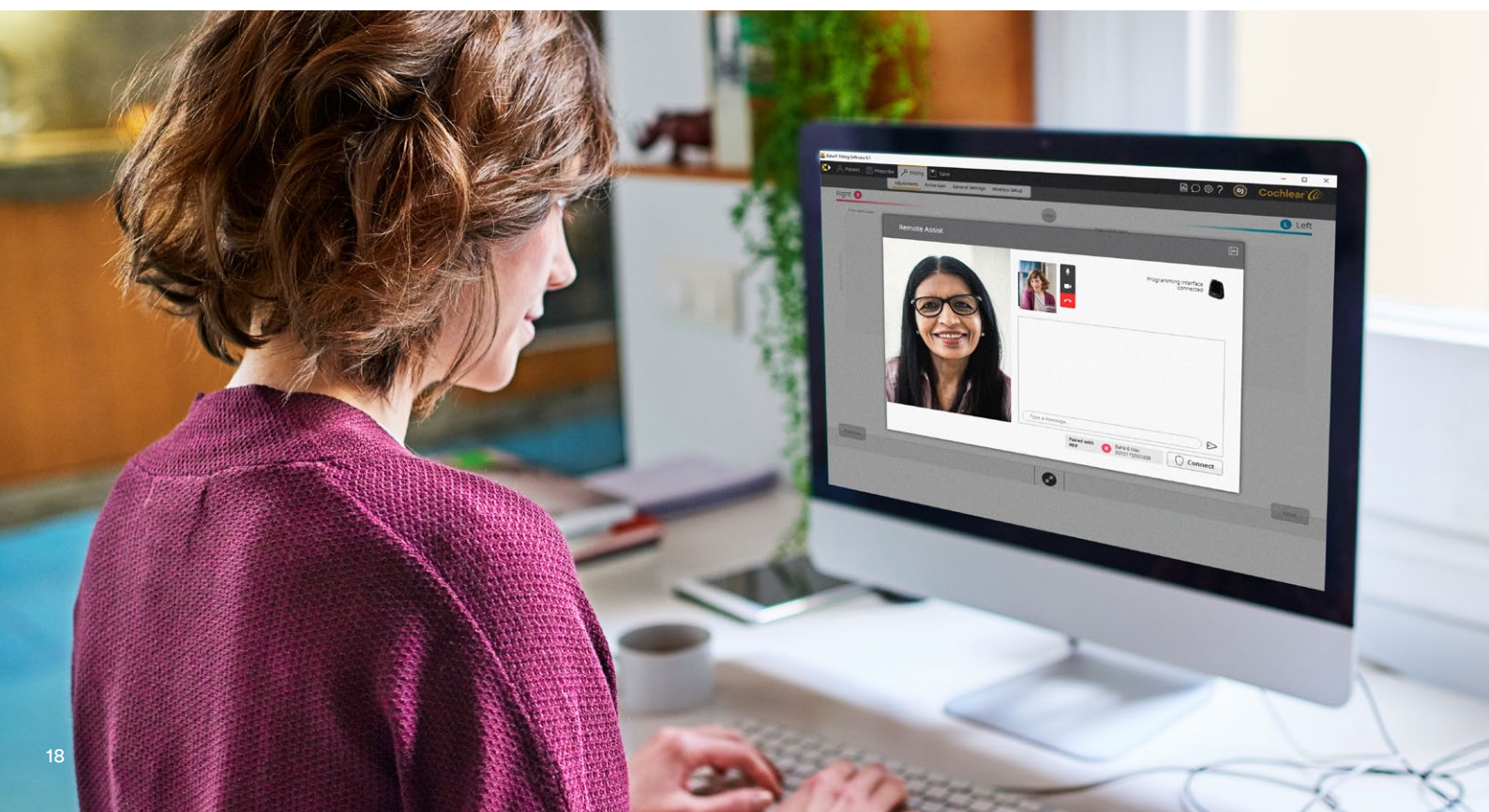
Planning for Remote Care implementation

Assess your clinic's readiness: Before offering Remote Care, ensure your clinic has the necessary technology infrastructure, including reliable internet connection, appropriate computer equipment with camera and microphone, and Noahlink™ Wireless. Confirm that your clinic is enrolled in Remote Assist through your local Cochlear representative.

Train your staff: Ensure all clinicians and support staff who will be involved in Remote Care are trained on how to use Remote Assist, troubleshoot common technical issues, and counsel patients about Remote Care. Consider designating a Remote Care champion within your clinic who can provide ongoing support and training to colleagues.

Develop workflows: Establish clear workflows for scheduling Remote Assist appointments, managing the call list, and documenting Remote Care sessions in patient records. Ensure these workflows integrate smoothly with your existing clinic processes.

Set up your space: Create a dedicated space for Remote Assist sessions that is quiet, well-lit, and free from distractions. Ensure your computer, camera, and microphone are positioned appropriately so patients can see and hear you clearly.



Building your Remote Care programme

Start small: Begin by offering Remote Care to a small group of patients who are confident with technology and have straightforward hearing needs. Use these initial sessions to refine your processes and build confidence before expanding to other patient groups.

Promote Remote Care: Make sure your patients are aware that Remote Care is available. Promote Remote Care through your clinic website, social media, patient newsletters, and during in-clinic appointments. Provide clear information about what Remote Care is, who it is suitable for, and how to access it.

Gather feedback: Regularly seek feedback from patients and staff about their Remote Care experiences. Use this feedback to identify areas for improvement and to refine your Remote Care programme.

Monitor outcomes: Track key metrics such as appointment completion rates, patient satisfaction, time savings, and any technical issues encountered. Use this data to evaluate the effectiveness of your Remote Care programme and to make data-driven improvements.

Tips for successful Remote Assist sessions

Prepare thoroughly: Review the patient's file before the Remote Assist session so you are familiar with their history and any recent issues. Ensure all equipment is set up and functioning before initiating the call.

Communicate clearly: Speak clearly, use visual cues, and check regularly that the patient understands what you are saying. Be patient with any delays in the video or audio connection.

Be flexible: Technical issues can occasionally occur. Have a backup plan in place, such as switching to a phone call or rescheduling the appointment if necessary.

Document the session: Record the Remote Assist session in the patient's records just as you would for an in-clinic appointment. Note any programming changes made, patient feedback, and any follow-up actions required.

Schedule follow-up: Before ending the Remote Assist session, confirm with the patient when their next appointment should be and whether it should be conducted remotely or in the clinic.

Troubleshooting common technical issues

Patient cannot see Remote Assist in the Osia® Smart App

- Check that the patient has the latest version of the app installed.
- Ensure the patient is logged in with their Cochlear account.
- Verify that your clinic is enrolled in Remote Assist and that the patient is associated with your clinic. See section "preparing for a Remote Assist session".

Video or audio quality is poor

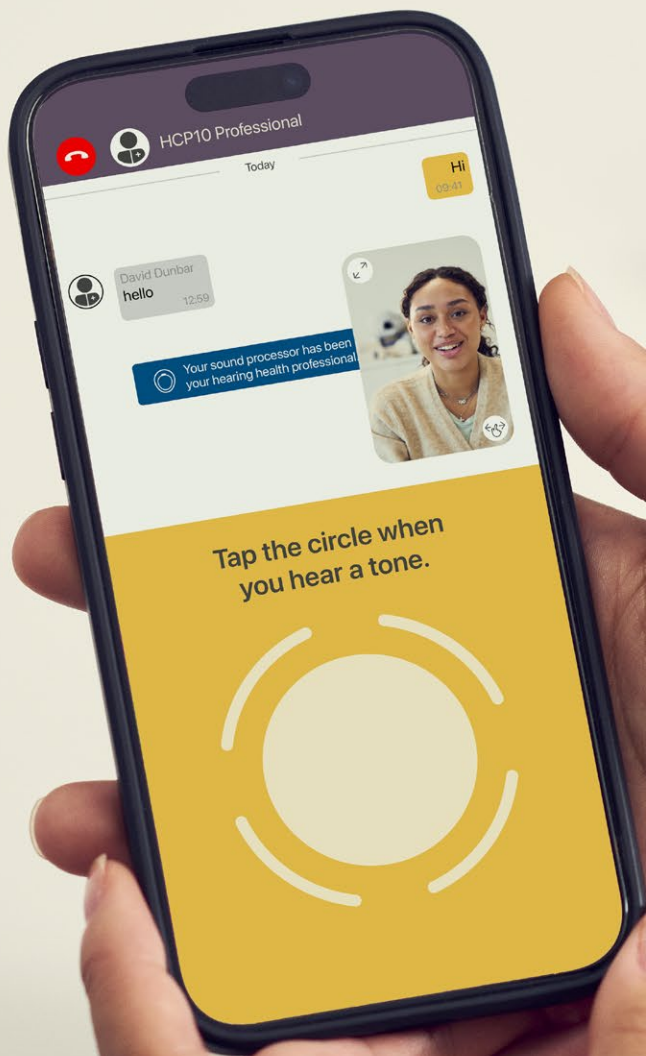
- Ask the patient to move to an area with better Wi-Fi or mobile data coverage.
- Check that no other applications are using significant bandwidth on the patient's device.
- If issues persist, consider switching to audio only or rescheduling the appointment.

Sound processor disconnects during the session

- Ensure Noahlink Wireless is still connected on your end.
- Ask the patient to check that their sound processor is turned on and the battery is not depleted.
- You may need to restart the Remote Assist call to re-establish the connection.
- Patient's smartphone battery depletes during the session: Remind patients to fully charge their device before the session or connect it to a charger during the call.

Remote Assist call drops unexpectedly

- Save any programming changes to file before reconnecting.
- Contact the patient through alternative means (phone or text) to let them know you will call them again.
- Restart the Remote Assist call and load the saved file to continue.



Hear now. And always

Cochlear is dedicated to helping people with moderate to profound hearing loss experience a world full of hearing. As the global leader in implantable hearing solutions, we have provided more than 750,000 devices and helped people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to next generation technologies. We collaborate with leading clinical, research and support networks to advance hearing science and improve care.

That's why more people choose Cochlear than any other hearing implant company.

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The Cochlear Osia 3 Sound Processor is compatible with Apple and Android devices. For compatibility information, visit www.cochlear.com/compatibility. The Cochlear Osia Smart App is available on App Store and Google Play. For compatibility information, visit www.cochlear.com/compatibility.

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