



Quality care, anywhere

Cochlear™ Remote Care for
Baha® 6 Max Sound Processors



Remote Care solutions are part of
Cochlear Connected Care

**The care you
need, when
and where you
need it**

Access to the right hearing care at the right time is important. And getting to the clinic can sometimes be a challenge due to location, mobility, or work and family responsibilities.

That's why Cochlear™ Remote Care offers new ways to connect with your clinician when it's convenient for you, without a visit to the clinic. Once your clinician enrolls you in Remote Care, you can have a video appointment with your clinician from home, at work, or when you're away.

To access Remote Care through a participating clinic, you'll need a Baha® 6 Max Sound Processor, a compatible Apple or Android™ device* and the Baha Smart App.



Remote Care



Cochlear Remote Assist

One of our Remote Care offerings is Remote Assist, which allows you to meet with your clinician via a video appointment.[^]

How Remote Assist works

- 1** Your clinician sets up a video appointment in the same way you'd schedule a clinic appointment. A guide to help you prepare for the session is available in your Baha Smart App.
- 2** When it's time for your appointment, your clinician calls you. The call will come through your Baha Smart App, and you answer the video call as you would any other call.
- 3** During the call, you can consult your clinician and receive support. You can also chat with your clinician using the Remote Assist chat function. If programming changes are needed, your clinician can connect to your sound processor and make adjustments, which will be saved to your sound processor.
- 4** When you're both happy with the outcomes, you or your clinician can end the Remote Assist session by hanging up the call.

[^] Available at participating clinics

The benefits of Cochlear Remote Care

The convenience of care anywhere

Even though you prioritise your hearing health, getting to the clinic is not always easy. And sometimes you may need access to immediate care. That's why Cochlear Remote Care offers simple and convenient ways for your clinician to support you without a clinic visit, so you can access care when and where you need it.

Connect with care when you need it

Consistent access to the right hearing care is important as it can help you maintain better hearing. That's why Cochlear Remote Care solutions help your clinician provide you with the right care at the right time – whether that is a video appointment or a visit to the clinic.

The reassurance of quality care

Cochlear Remote Care solutions have been carefully designed and tested to meet rigorous quality and security standards, so you can confidently access care from your clinician. With Remote Care, your clinician is supported by our extensive programming data and decades of experience as the global leader in implantable hearing.

Innovative and secure care solutions

We understand that expectations and preferences change over time. That's why we use innovative technology to develop new ways of delivering hearing care. Cochlear Remote Care uses the calibrated streaming and advanced connectivity features of our Baha 6 Max Sound Processor, and our advanced app technology, to provide secure access to quality hearing care.



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 650,000 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.

If you have any further questions about Remote Care, speak to your clinician or contact Cochlear Customer Service. Find your nearest customer service centre at:

www.cochlear.com/customer-service

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

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Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always follow the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information. In Australia, Baha bone conduction implant systems are intended for the treatment of moderate to profound hearing loss.

The Cochlear Baha 6 Max Sound Processor is compatible with Apple and Android devices. The Cochlear Baha Smart App is available on App Store and Google Play.

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D1900165 V2 2022-02