

Your patient, your care, anywhere

Getting started with Remote Care
for Baha® 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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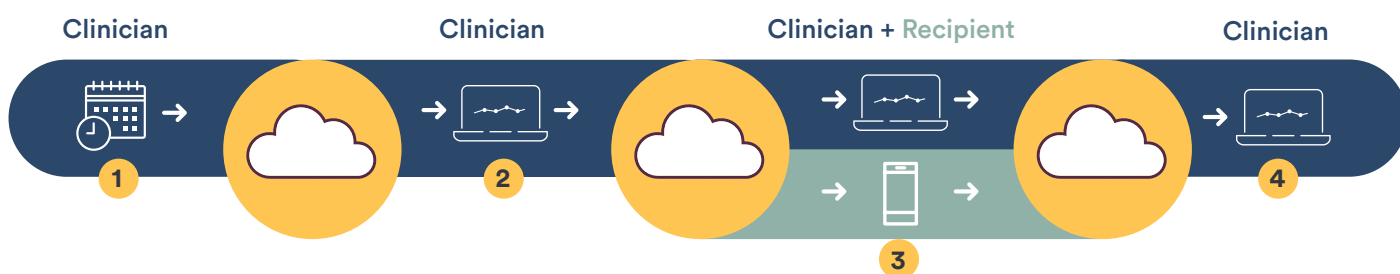


Getting Started with Cochlear Remote Assist

Cochlear Remote Assist is a Remote Care solution available for Baha® System recipients, allowing you to have a pre-scheduled video appointment using the Baha Smart App and Baha Fitting Software.* During the live Remote Assist session, you can virtually assess how the patient is progressing, discuss any issues they are experiencing and make programming changes.

To access Remote Assist, your clinic will need to be enrolled in Remote Assist and you will need a Cochlear account. Your patients will need the Baha Smart App and a Cochlear account.

1. How Remote Assist works



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

2 Connect to Remote Assist: At the scheduled appointment time, log into Baha Fitting Software* using your myCochlear™ Professional details then choose the recipient from the patient list, and click to call. The recipient answers the call on their smartphone and the session is established.

3 Connect to the recipient's sound processor: To make adjustments, connect to the sound processor and complete activities as you would during an in-clinic fitting session.

4 End Remote Assist: Once any changes are saved to the processor and the session objectives are completed, disconnect from the sound processor and end the call.

2. Remote Assist features

- You can interact with patients during a Remote Assist session using video, audio, or chat features.
- During a Remote Assist session you can connect remotely to the patient's sound processor to make adjustments and change settings, and use features such as the feedback analyser and BC Direct.
- Your patient does not require any additional hardware to use Remote Assist, just their compatible smartphone.*



3. When to use Remote Assist

Remote Assist is designed for use with adults and children using unilateral or bilateral Baha 7 or Baha 6 Max sound processors for a variety of clinical purposes including:

- Real-time counselling sessions
- Troubleshooting and patient triage when something unexpected happens or the patient requests assistance
- Remote management of long-distance patients
- Fitting appointment follow-up
- Activation or deactivation of sound processor settings
- Initial fitting of upgrade or replacement sound processor

4. User requirements

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

For clinics	Clinic enrolment in Remote Assist
	Cochlear Professional account
	Baha Fitting Software 6.1 or later
	Computer with camera and microphone capability, and access to internet
	Noahlink Wireless
For patients	Baha 7 or Baha 6 Max sound processor
	Compatible iOS or Android™ smartphone*
	The latest Baha Smart App downloaded and connected to the sound processor. Note: The App needs permission to receive notifications, and to access camera and microphone.
	Patient or caregiver Cochlear account
	Access to reliable and stable internet through Wi-Fi, 4G or 5G

5. Choosing patients for Remote Assist

Use your clinical judgement when choosing patients for a Remote Assist appointment. Guidance on patient selection is available in the Remote Assist User Guide, but factors to consider include:

- Comfort with using a smartphone and making video calls
- Access to the user requirements (section 4)
- For children and those in need of assistance, access to a caregiver for support during a Remote Assist session
- Willingness and motivation for remote appointments
- Patient attention and cooperation, as remote adjustments should only be made if the patient can provide reliable feedback on loudness comfort and sound quality
- Distance to the clinic
- Health concerns or challenges which make clinic visits difficult

Note: Cochlear provides a range of resources you can share with your patients to help them prepare for a Remote Assist session and feel confident during the session.



Connect with Remote Assist

1. Setting up a Remote Assist session

1. Check your equipment: Ensure you have Baha Fitting Software (BFS)* installed and that you can log in using your myCochlear Professional details. Noahlink™ Wireless is required to be installed and connected throughout a Remote Assist session to generate the security keys required to connect to a sound processor.

2. Check Remote Assist status:

For clinics - Log in with your Cochlear account, then open BFS 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.

For patients - The patient should see Remote Assist in the Baha Smart App menu. They can go through the Remote Assist checklist and then receive your Remote Assist call. If the patient cannot see Remote Assist in the menu, check they have the latest version of the app and have logged in with their Cochlear account.

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 BFS. 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 Baha Smart App and available to patients to read before the session.
- Remind patients to fully charge their smartphone (or connect it to a charger) and put a fresh battery in the sound processor before the session.
- Have someone on standby for the first Remote Assist session to increase your patient's confidence to use video calling.
- Ask your patient to find a comfortable, quiet and well-lit place with sufficient Internet connection.
- Suggest use of 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.

2. 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. Join the session:** At the scheduled appointment time, open Baha Fitting Software (BFS)[#] and select the relevant activity, as you would for an in-clinic session. Click 'Start' on the Activity screen, then select a patient from the patient list and proceed to the preview screen. Choose your audio and video settings. When you are ready for the patient to join you, call them by clicking 'Call' then wait for them to answer your call through the Baha Smart App.
- 3. Check settings:** At the start of the session:
 - Check that the sound processor is connected to the smartphone and that it has full battery level.
 - Confirm audio and video quality is adequate. At the beginning of a Remote Assist session, your voice will be streamed directly to the patient's sound processor, but once you connect their sound processor to BFS[#] for programming, your voice will be heard by the patient through the smartphone speakers instead. Hearing this way may require extra listening effort for some patients.
 - Use Remote Assist video and chat options if a patient experiences difficulty communicating during the call. Some patients may rely on lipreading to understand you. Poor video quality can cause a noticeable lag between the video and audio feeds making lip-reading difficult. Patients can maximise internet speed at home by asking family members to avoid streaming entertainment during the Remote Assist session. Follow usual IT guidance to optimise your connection including disconnection of a VPN if permitted.

Note : If you lose connection during the session, save to file and then try to reconnect. If your patient restarts their sound processor, it will revert to the settings they had prior to your session.

4. **Complete session objectives:** Interact virtually with your patient as you work through the planned objectives for the Remote Assist session. To make processor adjustments, click 'Connect' in BFS to remotely connect to the sound processor. Your patient will need to grant you access via a pop-up in the Baha Smart App. Follow the BFS guidance through the connection sequence, as with an in-clinic session. If this is your first session with the patient, BFS may prompt you to ask the patient to restart their sound processor. Once connection is established, you can perform a Feedback Analyser test, and continue with the fitting.

Note: BC Direct thresholds can be measured during a Remote Assist session. You can trigger a 'BC Direct' screen to appear within in the Baha Smart App which enables your patient to tap a button whenever they hear a tone. A visual signal is provided in BFS to indicate their response.

5. **Save changes and end the session:** Once you and your patient are satisfied with the fitting/adjustment, click to save it to the sound processor as you would for an in-clinic session. Save changes first then disconnect the sound processor from BFS. When you are ready to end the session, click to end the call. The session is stored in your Noah database, office system or as a file, as for in-clinic sessions. Any session notes entered by you during the Remote Assist session will be saved in the patient's file within BFS.

Note: Chat messages sent and received during the Remote Assist sessions are not stored in BFS, Baha Smart App or by Cochlear and cannot be accessed once the Remote Assist session ends.



3. Common Questions

Below are some common questions about using Remote Assist.

When using Remote Assist, are all regular 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 patient so that during the session you can fit and adjust the bilateral pair in the usual way. 2. You cannot pair/connect to Cochlear True Wireless™ device via BFS 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 BFS.
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 recommences, load the saved file and continue with the programming. Be sure to save changes to the processor before ending the session.
What happens if the patient moves out of range of the App during the Remote Assist call (for example, to use the bathroom)?	If the processor is disconnected/goes out of range from the app during adjustments, a warning is displayed. No further adjustments can be made until the connection is re-established. Any changes prior to losing connection will remain in the sound processor until it is restarted. If connection is lost before you have saved adjustments to the sound processor, you can save the adjustments to file. Next time you connect to their sound processor, you can load the saved file and continue with the programming. Be sure to save changes to the processor before ending the session.
Are remote adjustments through the Baha Smart App safe for my patients?	There is no risk of harming the patient during a Remote Assist session. If the patient experiences discomfort they can advise you or choose to remove the sound processor from their head. It is therefore important that the patient is able and comfortable communicating with you throughout the session.
Is Remote Assist technology secure?	Cochlear is committed to protecting the privacy of customer information in accordance with applicable privacy and data protection laws. Chat messages exchanged during a Remote Assist session are not saved. Personal information is handled in accordance with our Privacy Policy available for viewing at www.cochlear.com/privacy

Counselling patients about Remote Care

Potential patient concerns

Some patients may lack the confidence to try Remote Care. However, identifying and addressing underlying concerns during initial discussions can encourage them to give it a go. Below are some concerns patients may raise when being introduced to Remote Care, together with some suggestions to assist you with your responses.



Concern

Lacking confidence with using a smartphone or app

Counselling suggestions

- Share Baha® Smart App 'how-to' videos and quick guides
 - Remind patients that you will call them to start the Remote Assist session, so all they need to do is answer your call
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Concern

Fearing a lower quality of care compared to in-clinic visits

Counselling suggestions

- Reassure patients that you are still the one providing their Remote Care, and you can make the same adjustments you would during a clinic visit
 - Remind patients that a clinic visit can be requested at any time
 - Discuss how receiving care when they are relaxed and in a familiar setting, rather than travelling to the clinic, may help with their assessment
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Concern

Data privacy and security

Counselling suggestions

- Discuss patient consent required during enrolment and that security measures are in place to prevent unauthorised or unlawful processing of Remote Care data
 - Share Cochlear's data privacy brochure or direct patients to Cochlear's privacy notice at www.cochlear.com/privacy
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Patient benefits

Talking with your patients about the potential benefits of receiving care remotely may increase their willingness to be enrolled in Remote Care. Patient benefits include:

- 1 The convenience of care without a clinic visit, meaning less time off work or school and less reliance on others to bring them to appointments
- 2 Time and money savings from reduced travelling to the clinic
- 3 The comfort of receiving care in a familiar setting, without the stresses of travelling and booth testing
- 4 The flexibility to have shorter appointments for quick checks or specific issues
- 5 Faster access to care if it is urgently needed





Getting the most from Remote Care in your clinic

Here are some suggestions for integrating Remote Care solutions into your routine care, to get the most out of them for you and your patients:

- Include Remote Care as part of your counselling, setting patient expectations for this to be a routine part of your blended approach to patient care.
- Encourage account set-up as soon as possible, so patients can always be ready for a Remote Assist appointment when it's needed.
- Adopt Remote Assist appointments into your routine clinic booking and electronic medical record procedures. Adjust scheduling time as your experience increases.
- Regularly review your criteria for Remote Assist patient selection and stay up to date with compatibility updates to ensure all those who might benefit from Remote Assist get access.

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.

Remote Assist is compatible with Baha Fitting Software 6.1 or later

* 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 directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

For the Cochlear Baha System in Australia: Baha bone conduction implant systems are intended for the treatment of moderate to profound hearing loss. This product is not available for purchase by the general public. For information on funding and reimbursement please contact your healthcare professional.

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