



# Quality care, anywhere

Cochlear™ Remote Care for  
Nucleus® 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. But getting to the clinic can sometimes be a challenge due to location, mobility, or work and family responsibilities. Or you may be progressing well but would still like your clinician to monitor you and provide care when you need it.

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 use Cochlear Remote Check to complete a hearing review, or Cochlear Remote Assist to have a video appointment, from home, at work, or when you're away.

Your clinician can enrol you in Remote Care if you have a compatible Cochlear Nucleus® or Kanso® Sound Processor, and the Nucleus Smart App on a compatible smartphone\*.



Remote Care

# Cochlear Remote Check

Remote Check is a convenient, at-home testing tool that allows you to complete a hearing review using your compatible Apple or Android™ device\*, without a trip to the clinic.

Your clinician may ask you to complete a Remote Check as a way of monitoring your progress, or instead of a routine appointment. Your clinician will decide which Remote Check activities they want you to complete and will review your results to see if any follow up is needed.

## Completing a Remote Check

- You'll receive an email from your clinician inviting you to do a Remote Check.
- You'll have 14 days to complete the Remote Check.
- Remote Check activities are similar to those you'd go through with your clinician if you were at the clinic.
- Your clinician will provide you with a Remote Check Getting Started Guide that explains each activity in detail.

“Being able to take a test at home of the same quality as the one I would take at the clinic means a lot more freedom.”

Stefan, Cochlear Nucleus System recipient

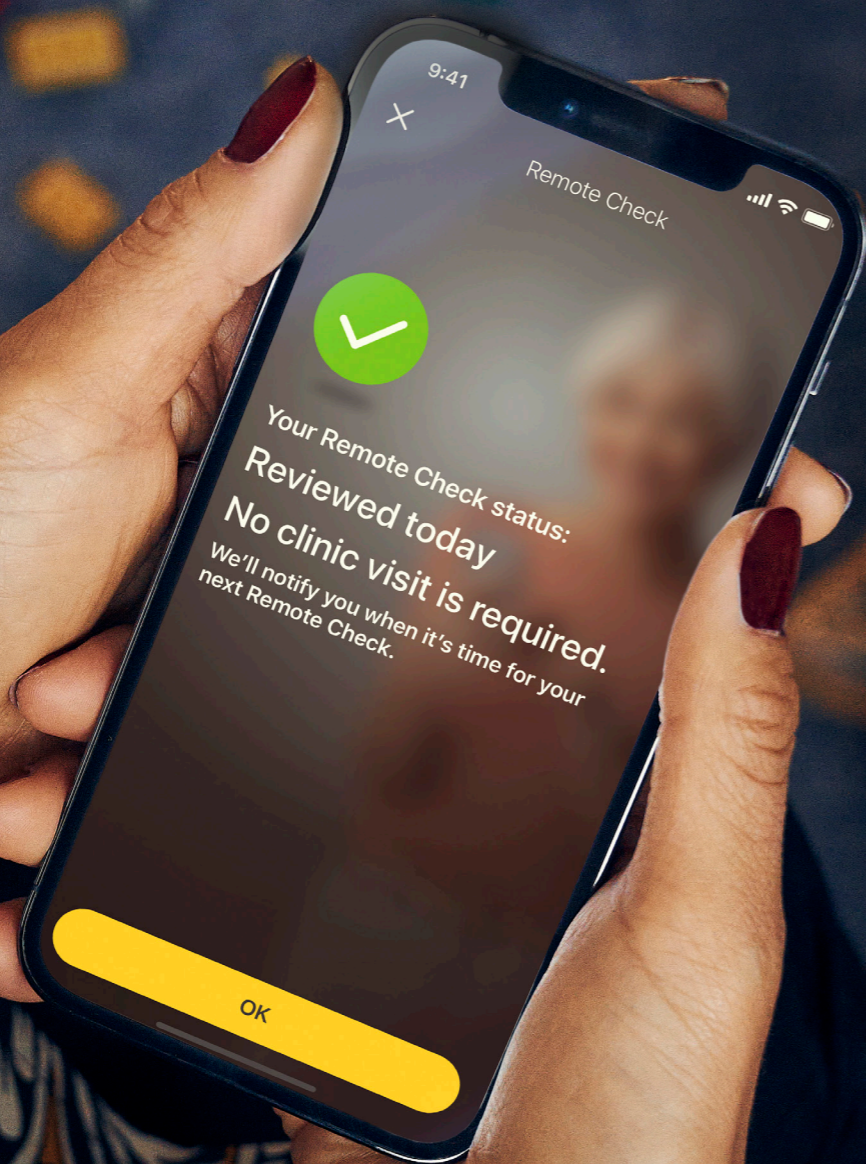


A Remote Check can take as little as 15 minutes to complete<sup>^,1-2</sup>

^ The median time taken to complete all five activities is 20 minutes for a unilateral recipient and 30 minutes for a bilateral recipient. Remote Check is user-driven, so patient related variables may impact the time taken to complete a session.

“Having Remote Check is really convenient, just to pick it up and do it in your own time. I could do it in the evening when the kids were in bed.”

Katie, Cochlear™ Nucleus® System recipient



# Cochlear Remote Check

## Remote Check activities



### Implant site photos

Take photos of the area where you wear your coil and sound processor, or ask someone to do it for you.



### Questionnaire: part 1

Complete a questionnaire to provide an indication of your hearing health and needs.



### Audiogram

Take a simple hearing test to indicate which soft sounds you can and cannot hear.



### Speech in noise

Take a speech-in-noise test to measure how well you can understand speech when there is noise in the background.



### Questionnaire: part 2

Complete the second part of the questionnaire, which relates to listening activities and training.



### Impedance check

The app will also check how your implant is functioning, and send the results (along with other relevant device data) to your clinician.

## After a Remote Check

Once you have completed the Remote Check, the results will be sent securely to your clinician for assessment. The likely outcomes of a Remote Check are that your clinician:

- is happy with your results and no further follow up is needed
- would like to follow up with a Remote Assist session (a scheduled video appointment)
- would like to follow up with a clinic appointment.



# Cochlear Remote Assist

Remote Assist is a new way for you to receive quality care from your clinician without a trip to the clinic. Remote Assist allows you to have a scheduled video appointment with your clinician via the Nucleus Smart App, so you can access real-time care at home, at work, or when you're away.

## Setting up a Remote Assist session

- Either you or your clinician will set up a Remote Assist appointment in the same way you would schedule a clinic appointment.
- Your clinician will enable Remote Assist in the Nucleus Smart App so you can access it.
- Your clinician will provide you with a Remote Assist Getting Started Guide to help you prepare for the session.

## During a Remote Assist session

- At the scheduled time, you join the video call through the Nucleus Smart App.
- During the call you will be able to talk to your clinician via video and you also have the option of texting them using the Remote Assist chat function.
- During a Remote Assist session your sound processor will be connected to the programming software used by your clinician. This means they can make adjustments if needed, and the changes will be automatically saved to your sound processor.

# The benefits of Cochlear Remote Care

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## 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.

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## 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 monitor your progress and provide you with the right care at the right time – whether that is a remote check-in, a video appointment, or a visit to the clinic.

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## The reassurance of quality care

Remote Care solutions have been carefully designed and tested to meet Cochlear's 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 solutions.

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## 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 connectivity features of our Nucleus and Kanso Sound Processors, 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](http://www.cochlear.com/customer-service)**

\* For compatibility information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)

## Reference

1. Cochlear Limited. D1739391. Remote Check Usage Investigation. April 2020.
2. Maruthurkkara S, Case S, Rottier R. Evaluation of Remote Check: A Clinical Tool for Asynchronous Monitoring and Triage of Cochlear Implant Recipients. Ear Hear. 2021 Jul 27. doi: 10.1097/AUD.0000000000001106. Epub ahead of print. PMID: 34320523.

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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.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear technology.

The Cochlear Nucleus 7 and Kanso 2 sound processors are compatible with Apple and Android devices. The Cochlear Nucleus Smart App is available on App Store and Google Play.

ACE, Advance Off-Stylet, AOS, AutoNRT, Autosensitivity, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Codacs, Contour, Contour Advance, Custom Sound, ESPrit, Freedom, Hear now. And always, Hugfit, Hybrid, Invisible Hearing, Kanso, MET, MicroDrive, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Outcome Focused Fitting, Off-Stylet, Slimline, SmartSound, Softip, SPrint, True Wireless, the elliptical logo, and Whisper are either trademarks or registered trademarks of Cochlear Limited. Ardium, Baha, Baha SoftWear, BCDrive, DermaLock, EveryWear, SoundArc, Vistafix, and WindShield are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB.

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