FOR PROFESSIONALS

Cochlear®

Your patient, your care, anywhere

Cochlear™ Remote Care for Nucleus® sound processors

Remote Care solutions are part of Cochlear Connected Care

“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

Quality care, anywhere

Patients deserve ongoing care that is designed to maximise their performance while keeping them connected to you, no matter where life takes them.

Cochlear™ Remote Care solutions give you the flexibility to deliver quality care to your patients without a clinic visit, fitting into their lives and your schedule. You can perform Remote Care activities at a time that suits you, and your patients can conveniently access Remote Care through their compatible smartphone*, wherever they are.

Quality care, at any age

Introducing more convenient care options for your patients can help you deliver ongoing, personalised care. Patients, particularly older patients, are increasingly positive about using technology as a way to connect with others.[1] In a survey, 63% of adults with hearing loss (average age 70 years) agreed they would use remote care if it was offered by their clinician.[2]

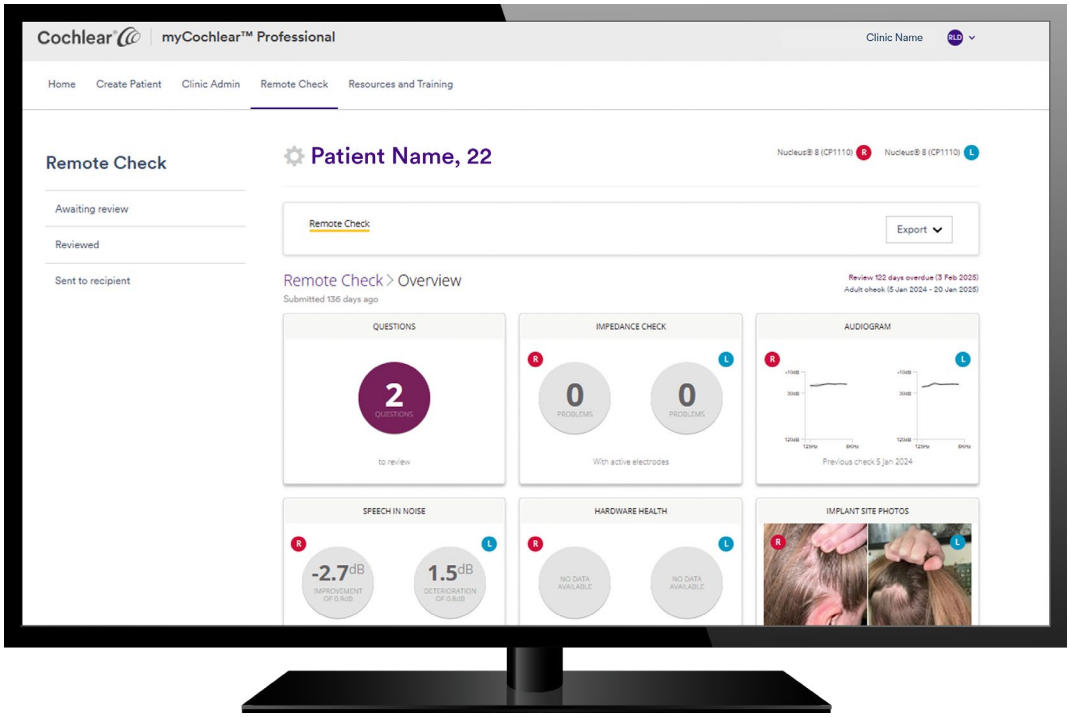
For patients with a compatible smartphone and Nucleus® Sound Processor*, you can now offer a remote hearing assessment through Cochlear Remote Check and a remote video appointment through Cochlear Remote Assist. To offer Remote Check and Remote Assist, you and your clinic require access to Cochlear platforms. myCochlear™ Professional (mCP) is used to schedule and review Remote Checks. Custom Sound Pro fitting software is used for Remote Assist.

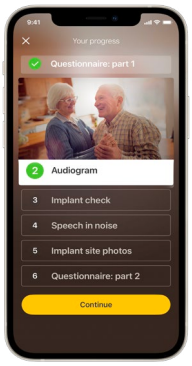
Cochlear Remote Check

Cochlear Remote Check is an asynchronous assessment tool that gives you the flexibility to monitor patient progress remotely. Remote Check provides similar insight to an in-person visit - helping you plan and personalise ongoing care with confidence.

Customise the way you deliver care

You choose which patients to engage in Remote Check and the activities you want them to complete. Patients can complete the Remote Check in as little as 15 minutes[^,3] at a convenient time and place, using the Nucleus® Smart App on their compatible smartphone.*





^ 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.

A clinically driven solution packed with features

Remote Check offers a range of assessment tools, optimised for use by patients:

Implant photos allow you to check the skin and incision site for irritation or inflammation.

An **aided audiogram test** measures thresholds across the speech frequency spectrum.

Speech in noise performance is assessed using a digit triplet test to determine speech recognition ability in adaptive background noise.

Questionnaires provide detailed patient feedback and include questions from the Speech, Spatial and Qualities of Hearing Scale (SSQ) self assessment tool.[4,5]

Data from automated direct measures such as **impedances** is provided.

Hardware health is monitored and you are notified if microphone faults or sound processor errors are detected.

Usage data is captured in the background to support personalised counselling.

Convenient for you

Remote Check results, as well as datalogs and device diagnostics, are available to you through the myCochlear™ Professional portal for review at a convenient time. You decide on the appropriate next steps, including the option of messaging patients through Remote Check with follow up instructions, links to 'how to' videos, or reminders.

Convenient for patients

Remote Check assessments are self-explanatory and can give patients increased confidence that you are monitoring their progress[6], even if they are not visiting the clinic regularly. Of participants in Remote Check studies:

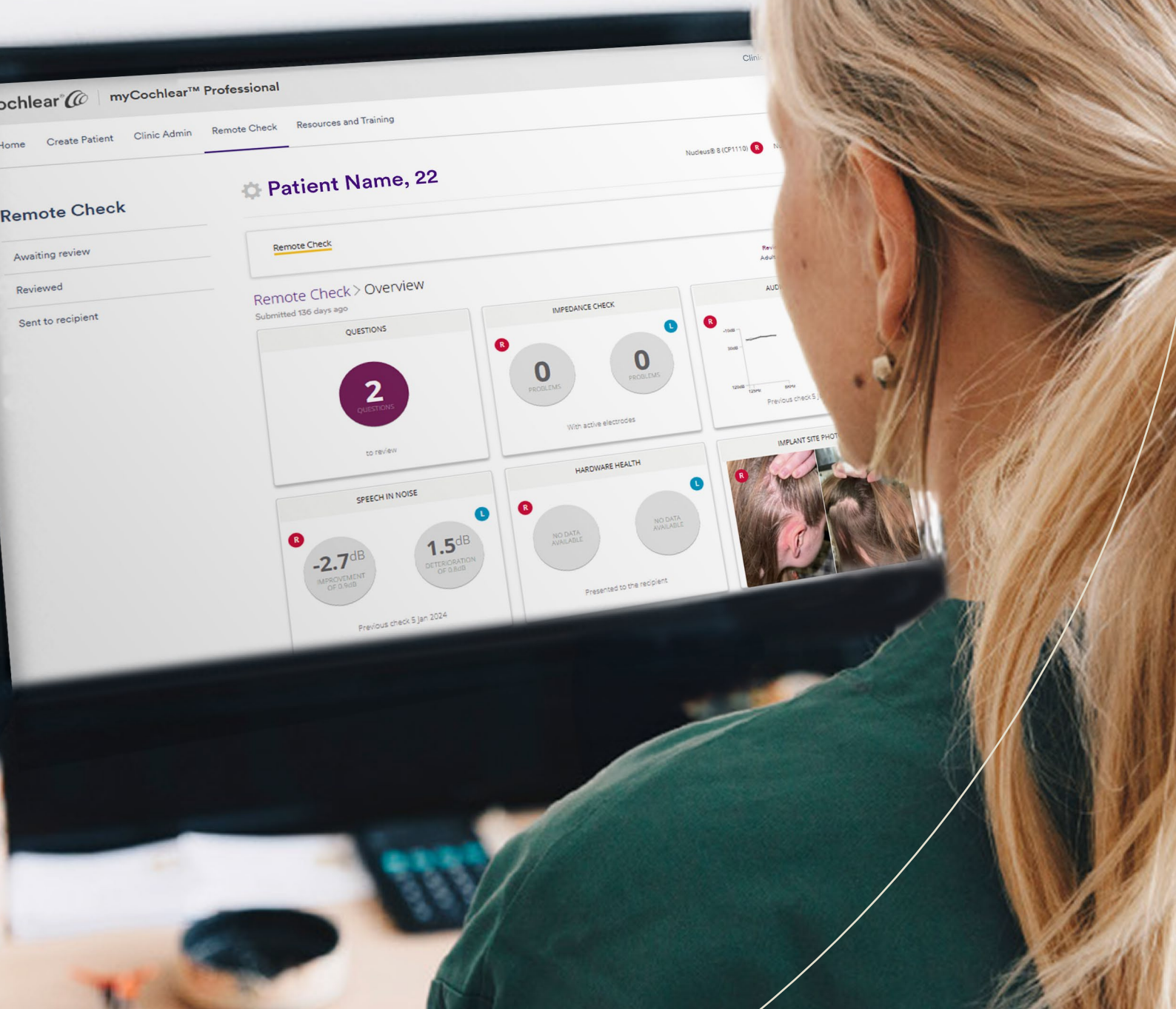
87% found the remote hearing tests easy to complete[6]

82% agreed that remote testing was more convenient than in-clinic monitoring[6]

76% agreed that remote testing would save them time and money[7]

77% were satisfied with remote testing being used to determine their need for clinical intervention[7]

When surveyed, clinicians reported it took as little as ten minutes to review Remote Check results.[8]



Cochlear Remote Assist

If a Remote Check requires further follow-up, or you want to provide real-time care to a patient without a clinic visit, Cochlear Remote Assist enables a video call appointment with selected sound processor adjustments.

How it works

1. You schedule an appointment with the patient as you normally would and at the scheduled time, you join the Remote Assist session through the Custom Sound® Pro fitting software.
2. At the scheduled time, the patient joins the Remote Assist session through the Nucleus Smart App on their compatible smartphone.*
3. During a Remote Assist session, you can assess how the patient is progressing. You can also connect remotely to their sound processor and make real-time adjustments, which are saved during the session.
4. When you're both happy with the outcomes, you simply end the video call.

9:41
mute
camera
chat
5
end

Supporting patient-centred care

Personalised and consistent care

Remote Care helps you stay connected to your patients, delivering consistent care throughout their hearing journey. With Remote Care, you can support and empower your patients when and where they need it, helping them achieve better hearing outcomes.

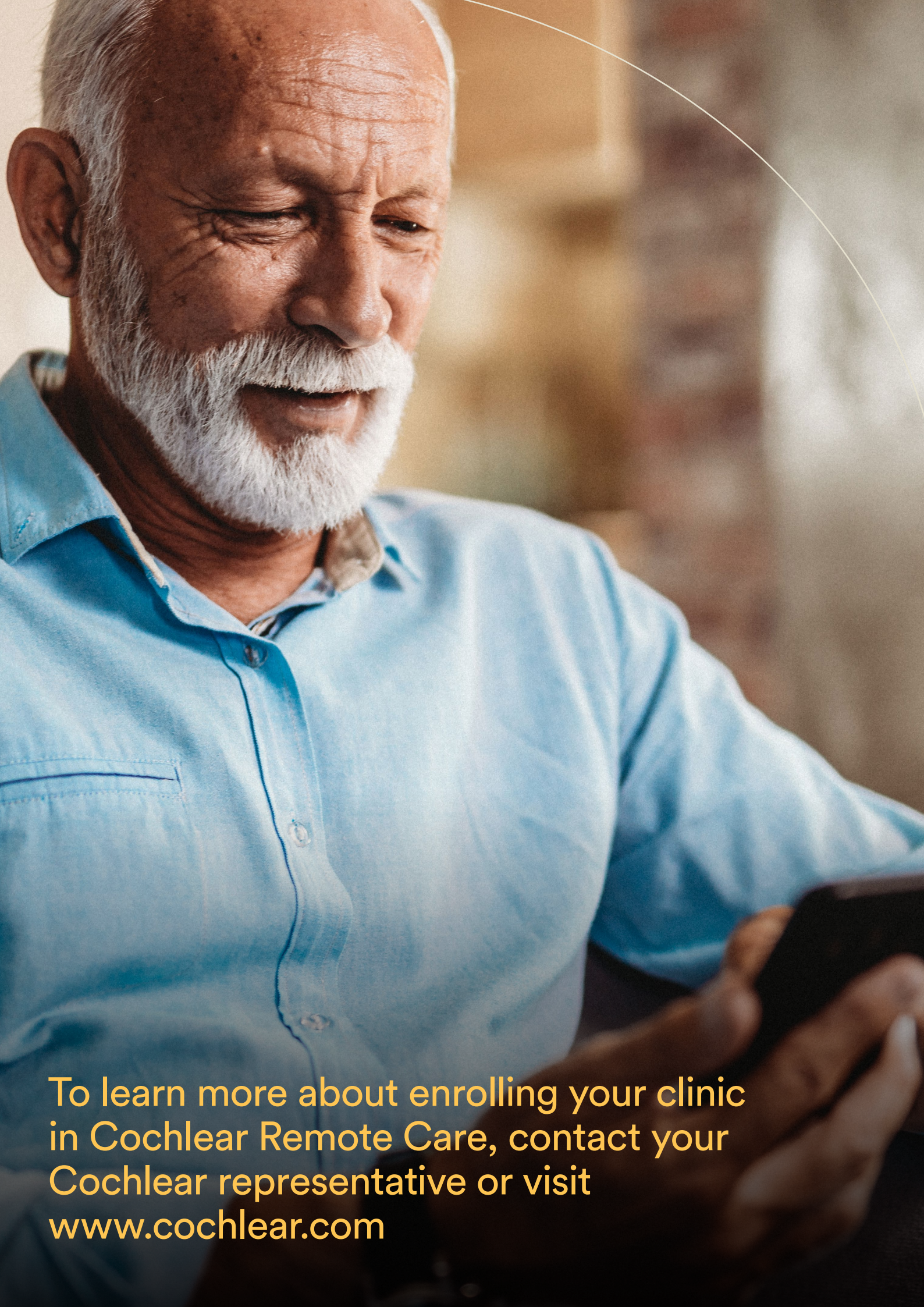
The reassurance of quality care

Remote Care is designed to enhance your clinical practice by combining your expertise with our evidence-based solutions to help you manage your patient base, time and resources. With more than 750,000 devices implanted, Cochlear's care solutions are based on big data, patient insights and peer reviewed literature, giving you the confidence to deliver quality care remotely.

Innovative and secure care solutions

As a pioneer in implantable hearing, we know that patient expectations and preferences change over time. That's why we are committed to developing new technology and care models to help you meet their changing needs. Remote Care offers both synchronous and asynchronous solutions using innovative direct streaming and secure cloud technology to deliver quality care, whilst protecting personal data through high-level encryption techniques. Our commitment to cybersecurity and data protection has been recognised with ISO 27001 certification† for Remote Check and Remote Assist.

† The Connected Care portfolio of products certified to ISO/IEC 27001 are Remote Care (Remote Check and Remote Assist for Nucleus® Sound Processors), Custom Sound® Pro fitting software, Cochlear™ Link, myCochlear® Professional, Nucleus® Smart App and Nucleus® SmartNav System.



To learn more about enrolling your clinic in Cochlear Remote Care, contact your Cochlear representative or visit www.cochlear.com

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.

* For information regarding the sound processors, implants, operating systems and devices that are compatible with Cochlear Remote Care, visit www.cochlear.com/compatibility

Reference

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4. Noble W, Jensen NS, Naylor G, Bhullar N, Akeroyd MA. A short form of the Speech, Spatial and Qualities of Hearing scale suitable for clinical use: The SSQ12. Int J Audiol. 2013;52(6):409–12.
5. Galvin KL, Noble W. Adaptation of the Speech, Spatial, and Qualities of Hearing scale for use with children, parents, and teachers. Cochlear Implants Int. 2013;14(3):135–41.
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Cochlear Ltd (ABN 96 002 618 073) 1 University Avenue, Macquarie University, NSW 2109, Australia T: +61 2 9428 6555

www.cochlear.com

This material is intended for health professionals. If you are a consumer, 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 read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

The Cochlear Nucleus 7, Nucleus 8, Nucleus 8 Nexa, Nucleus Kanso 2, Nucleus Kanso 3 and Nucleus Kanso 3 Nexa 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, Ardium, AutoNRT, Autosensitivity, Baha, Baha SoftWear, BCDrive, Beam, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Contour, コントゥア, Contour Advance, Custom Sound, DermaLock, Freedom, Hear now. And always, Hugfit, Human Design, Hybrid, Kanso, LowPro, MET, MP3000, myCochlear, mySmartSound, Nexa, NRT, Nucleus, Osia, Outcome Focused Fitting, Off-Stylet, Piezo Power, Profile, Slimline, SmartSound, Softip, SoundArc, SoundBand, True Wireless, the elliptical logo, Vistafix, Whisper, WindShield and Xidium are either trademarks or registered trademarks of the Cochlear group of companies.

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