



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

Accessing clinical care is not always easy for patients. Some are limited by location, mobility, or family and work responsibilities. Others may be progressing well but would still like you to monitor them and provide timely care and reassurance when they need it.

With Cochlear™ Remote Care, you can offer your patients the convenience of quality hearing care without the need to visit the clinic. Remote Care gives you the flexibility to monitor and manage patient progress remotely, freeing up time and resources within the clinic.

Quality care, at any age

Introducing more convenient care options for your patients can help you deliver ongoing, personalised care. And patients, particularly older patients, are increasingly positive about using technology as a way to connect with others¹. 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 clinician².

For patients with a compatible sound processor*, you can now offer a remote hearing assessment through Cochlear Remote Check and a remote video appointment through Cochlear Remote Assist.



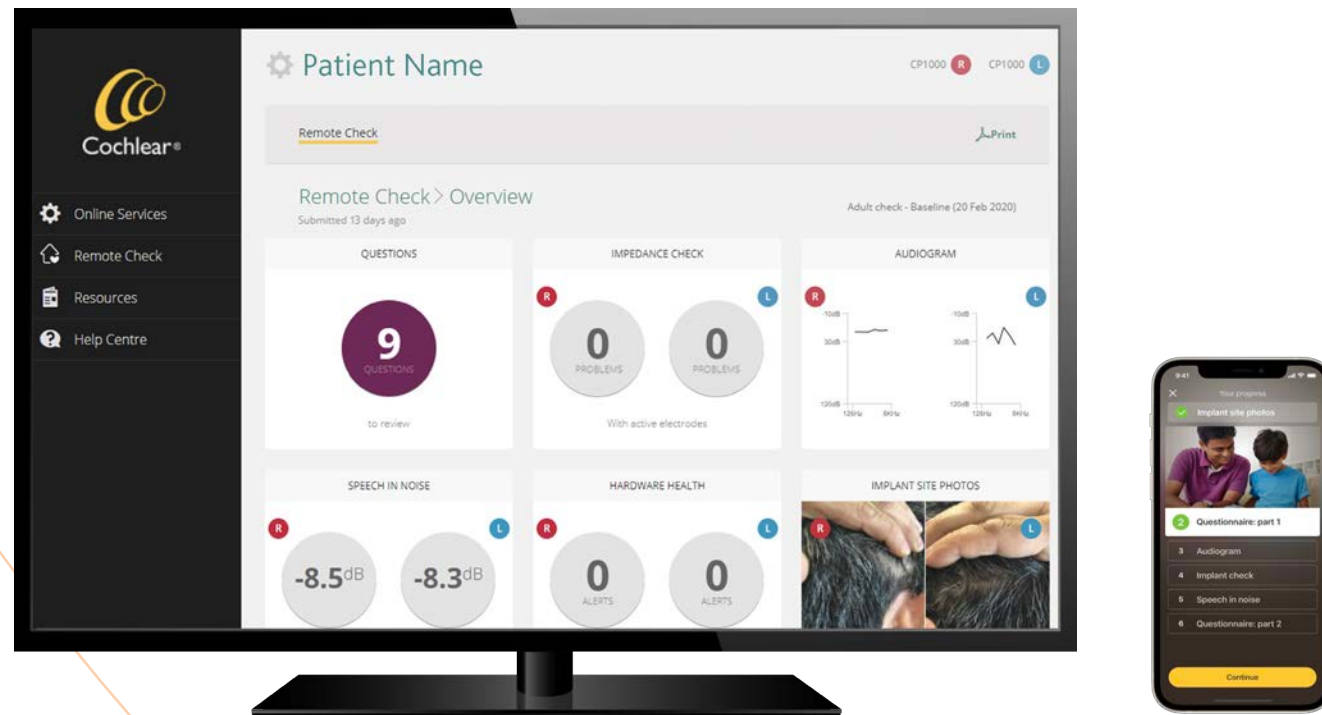
Remote Care

Cochlear Remote Check

Cochlear Remote Check is a virtual assessment tool which helps you to monitor patient progress remotely and provide care when it's needed. Remote Check identifies issues you would look for during a clinic appointment, helping to triage the patient – are they performing as expected, or do they need follow up?

Customise the way you deliver care

You choose which patients to enrol in Remote Check and the activities you want them to complete. Patients can complete the Remote Check in as little as 15 minutes^{^,3,6} at a convenient time and place, using the Nucleus[®] Smart App on their compatible smartphone*.



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 flap 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 an **impedance check** is provided.
-  **Hardware health** is monitored and you are notified if microphone faults or processor errors are detected.
-  **Usage data** is captured in the background to support personalised counselling.

[^] 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.

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 progress⁶, even if they are not visiting the clinic regularly. Of participants in Remote Check studies:

87% found the remote hearing tests easy to complete⁶

82% agreed that remote testing was more convenient than in-clinic monitoring⁶

76% agreed that remote testing would save them time and money⁷

77% were satisfied with remote testing being used to determine their need for clinical intervention⁷



When surveyed, clinicians reported it took as little as ten minutes to review Remote Check results⁸.



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.

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 and discuss any issues they are experiencing. 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.



Supporting patient-centred care

Personalised and consistent care

Remote Care helps you stay connected to your patients, delivering consistent care throughout their hearing journey. Remote Care solutions can be customised for each patient, empowering them to partner with you in managing their ongoing hearing health.

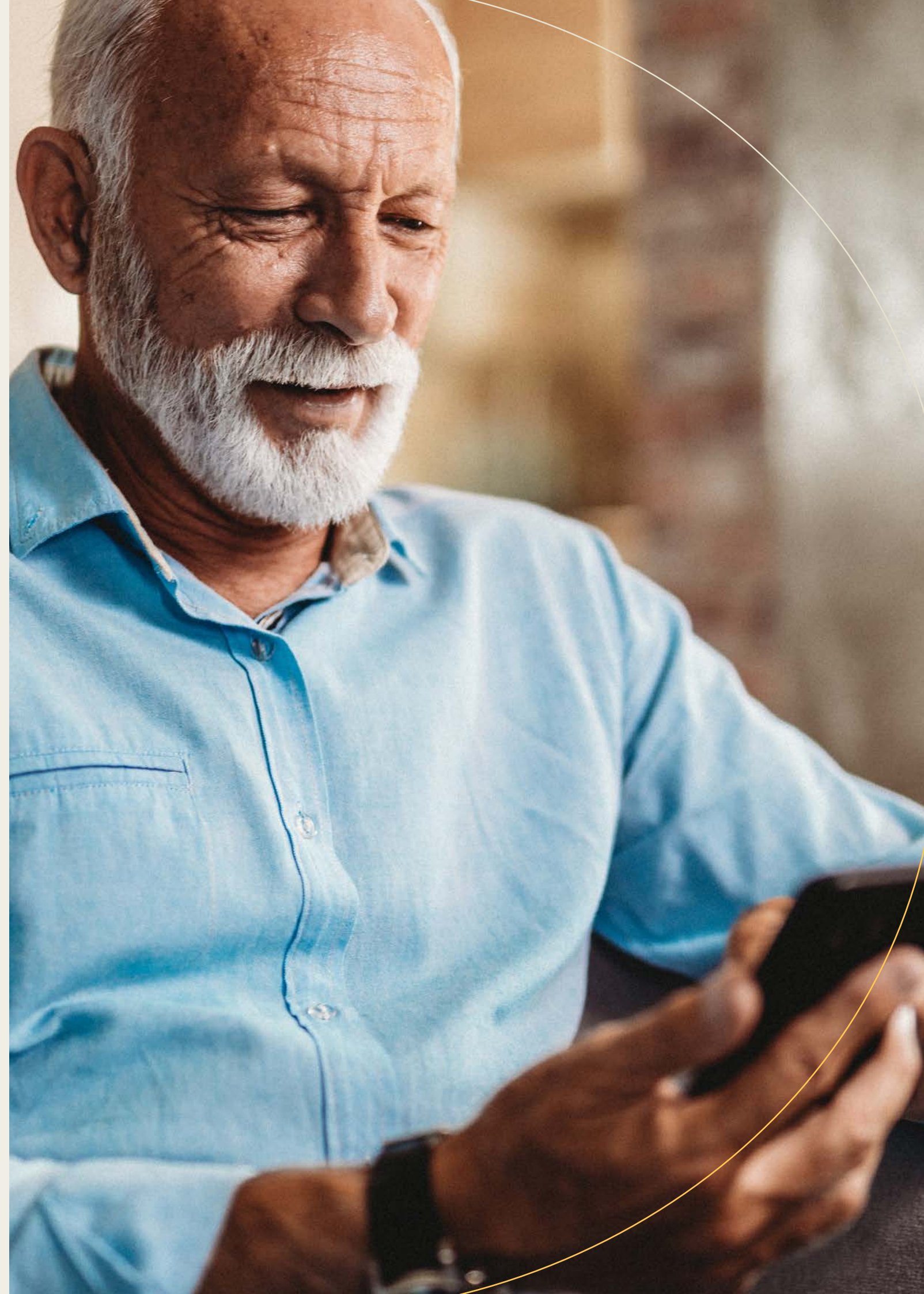
The reassurance of quality care

Remote Care is designed to enhance your clinical practice by combining your expertise with evidence-based solutions that can help you manage your patient base, time and resources. With more than 650,000 devices implanted, Cochlear's care solutions are based on extensive programming data and patient insight, 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. Our Remote Care solutions use secure cloud technology to deliver quality care from you to your patients, whilst protecting their personal data through high-level encryption techniques. With both synchronous and asynchronous Remote Care solutions, Cochlear leads the industry in innovation.

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 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.

To find out more about Remote Care, speak to your local Cochlear representative or visit www.cochlear.com

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

Reference

1. 2021 TECH TRENDS AND THE 50-PLUS [Internet]. Aarp.org. 2021 [cited 22 November 2021]. Available from: https://www.aarp.org/content/dam/aarp/research/surveys_statistics/technology/2021/2021-tech-trends-older-adults.doi.10.26419-2Fres.00420.001.pdf
2. Cochlear Limited. D1926565. Cochlear Telehealth Study - December 2020.
3. Cochlear Limited. D1739391. Remote Check Usage Investigation - April 2020.
4. Noble, W., Jensen, N. S., Naylor, G., Bhullar, N., & Akeroyd, M. a. (2013). A short form of the Speech, Spatial and Qualities of Hearing scale suitable for clinical use: the SSQ12. *International Journal of Audiology*, 52(6), 409–412. <https://doi.org/10.3109/14992027.2013.781278>
5. Galvin, K. L., & Noble, W. (2013). Adaptation of the speech, spatial, and qualities of hearing scale for use with children, parents, and teachers. *Cochlear Implants Int*, 14(3), 135–141. <https://doi.org/10.1179/1754762812Y.0000000014>
6. Maruthurkara 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.
7. Maruthurkara S, Allen A, Cullington H, Muff J, Arora K, Johnson S. Remote check test battery for cochlear implant recipients: proof of concept study. *International Journal of Audiology*. 2021;:1-10.
8. Cochlear Limited. D1803506. Global Remote Check Pilot Clinician Evaluation – October 2020

 **Cochlear Ltd** (ABN 96 002 618 073) 1 University Avenue, Macquarie University, NSW 2109, Australia T: +61 2 9428 6555 F: +61 2 9428 6352

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 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.

Android and Google Play are trademarks of Google LLC.

Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

© Cochlear Limited 2022. D1900159 V1 2022-02