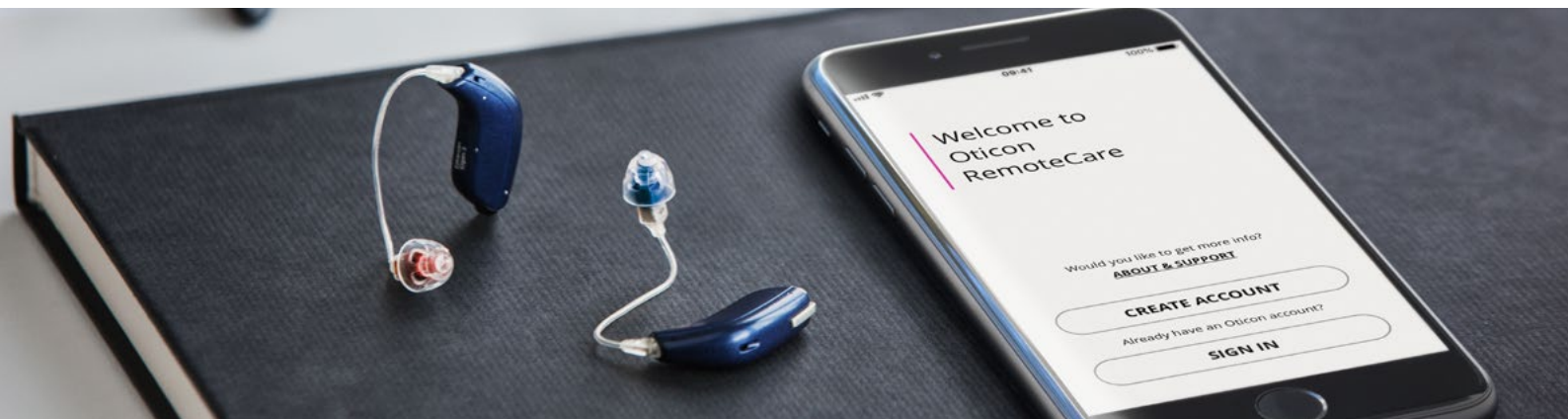


# First fit with Oticon RemoteCare

In the extraordinary current situation, many healthcare providers have been forced to serve their clients remotely, even when a face-to-face encounter is normally the most appropriate way to provide care.

To help you in these unusual times, this guide walks you through how to optimize and fine-tune the hearing aids in a first fit with Oticon RemoteCare.



## Guide to doing a first fit with Oticon RemoteCare

This guide is designed to supplement the existing instructions for Oticon RemoteCare. It will walk you through the necessary steps to do a first fit with Oticon RemoteCare.

Follow the steps below to ensure a smooth and accurate remote fitting.

- 1 Assess client candidacy  
Provide GSI AMTAS Flex™ hearing test to client if needed
- 2 Help client get started
- 3 Prepare and send the hearing aids
- 4 Check client readiness
- 5 Hold Oticon RemoteCare appointment
- 6 Conduct physical appointment including verification and validation

## ① Assess client candidacy

Arrange a video call using a video call service currently permitted for telehealth in your region.

You can use Oticon RemoteCare for this if the client already has the Oticon RemoteCare App installed and has compatible Oticon hearing aids.

### Candidate checklist

#### The client must:

- Be 18 years of age or older
- Have a valid audiogram on record (and no reason to believe it has significantly changed). In the extraordinary current situation, an in-clinic diagnostic hearing evaluation may not be possible. **For clients without a recent valid audiogram**, Oticon recommends using GSI AMTAS Flex\*
- Have mild or moderate hearing loss (up to your discretion for more severe hearing loss). Must be able to verbally communicate with you during the video call
- Have no contraindications for a fitting. This may include occluding wax, those with fluctuating hearing loss and other unstable ear pathologies. Use your clinical judgement to assess whether a face-to-face appointment is needed
- Have a valid email address
- Have access to a stable Internet connection with a minimum bandwidth of 1/1 Mbit/s
- Have a compatible smart device - [Click here](#) to see compatible devices
- Have the following mobile device competency:
  - On their iPhone, iPad or Android device, the client can use applications, receive/send emails, and knows how to connect to Wi-Fi

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\* AMTAS Flex is **a standalone test that uses a tablet and calibrated headphones to measure air conduction thresholds**, with no audiometer required.

The test is self-paced, with patented quality indicators ensuring the validity and accuracy of the audiogram. This can be used until in-clinic diagnostic testing is possible. Follow the instruction for use and the intended use included with AMTAS Flex. Provide AMTAS Flex to the client either by post/courier or curbside.

You can read more about AMTAS Flex here [www.grason-stadler.com](http://www.grason-stadler.com)  
Find out more from your Oticon representative.



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If you do not have an audiogram on record for a client but they already have wireless-enabled Oticon hearing aids fitted in Oticon Genie 2 (e.g. Oticon Opn S™), it is possible to read their hearing aid settings and audiogram from the hearing aids using Oticon RemoteCare.

## ② Help client get started

### During the video call:

- Explain the process to the client
- If needed, support client with obtaining an audiogram using AMTAS Flex
- Confirm the client's email address (remember to check that the email address is the same one the client will use to log in to the Oticon RemoteCare App)
- Review or obtain the client's case history to ensure candidacy for hearing aids and for Oticon RemoteCare. Consider completing an outcome measurement questionnaire such as the HHIE, COSI, APHAB or IOI-HA. Use your clinical judgement to determine whether the client requires a face-to-face appointment
- Select the dome size from any previous appointments. If you do not know, use the video camera to assess the appropriate size with respect to safety and comfort
- If not already done, measure the ear for speaker/tube size by asking the client to hold a ruler up to their ear and making it visible to you in the video call - or by sending it as a photograph. It may be useful to involve relatives or caretakers to assist, if possible. Measure the distance between the two points as shown below

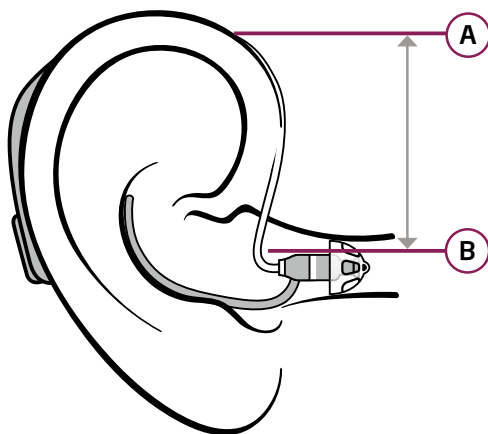
### Defining the speaker length for Oticon miniRITE hearing aids:

#### Measure the distance from A to B

A is where the underside of a pair of glasses sits.

(alternatively, the client can rest a piece of paper horizontally on top of their ear).

B is the top third of their ear canal.



Measurement in mm	Measurement in inches	Select speaker length
18 ± 2	0.70 ± 0.08	0
24 ± 2	0.95 ± 0.08	1
28 ± 2	1.10 ± 0.08	2
32 ± 2	1.26 ± 0.08	3
38 ± 3	1.50 ± 0.12	4
44 ± 3	1.73 ± 0.12	5

Measurement result: \_\_\_\_\_ mm

Measurement result: \_\_\_\_\_ inches

- Walk the client through how to get ready for the Oticon RemoteCare appointment and what to expect. Inform the client that it may be useful to involve relatives or caretakers to assist, if possible
- Arrange a date and time for the Oticon RemoteCare appointment
- Consider scheduling a date for a video call before the Oticon RemoteCare appointment, to check in with the client to ensure everything is set up for your Oticon RemoteCare appointment
- Send the following documents to the client to help this process:

[Oticon RemoteCare App instructions for use - \(For iPhone, iPad and Android\)](#)

[User preparation checklist](#)

[Support website for hearing aid users](#)

[How to create an Oticon RemoteCare App account](#)

### ③ Prepare and send the hearing aids for the client

- Ensure you wear gloves while handling the items to be sent to the client
- Configure the hearing aids for the client. Attach the correct speaker and the dome size you have selected in step 2. Include alternative sizes when sending the hearing aids to the client
- Program the hearing aids using the appropriate acoustic settings and based on the latest valid audiogram
- Save and exit Oticon Genie 2
- When sending, take care to include what you would normally give the client in the clinic, such as batteries, IFU, alternative dome sizes, and any other accessories that you think may be required

### ④ Check client readiness

- Guide the client through unpacking, putting batteries in, putting the hearing aids on, and pairing the hearing aids to their smart device. Generally, ensure everything is set up for your Oticon RemoteCare appointment
- Remind the client to follow the [user preparation checklist](#) before the appointment
- Tell the client to try on the hearing aids. If they need to change the dome, direct them to this video: [www.oticon.global/hearing-aid-users/support/how-to/replace-dome](http://www.oticon.global/hearing-aid-users/support/how-to/replace-dome)

## ⑤ Hold Oticon RemoteCare appointment

Prepare yourself for the appointment by reviewing the best practices on the [Oticon RemoteCare support webpage](#)

### **At the start of the appointment**

- Make sure the client can see and hear you clearly
- Make sure the client has been through [the user preparation checklist](#)

### **Ask your client**

- Did they insert new batteries in the hearing aid(s)? If they have rechargeable hearing aid(s), did they fully charge them?
- Did they fully charge or plug in their iPhone, iPad or Android device?

Carry out the processes you would normally perform to ensure the best audiological experience.

### **We recommend that you:**

- Ask the client to hold the phone up to their ear to allow you to check the physical fit of the speaker/tube and domes/ear moulds
  - If the client needs to change the dome, the following link may be useful: [www.oticon.global/hearing-aid-users/support/how-to/replace-dome](http://www.oticon.global/hearing-aid-users/support/how-to/replace-dome)
  - If the client has changed domes check visually that the client has attached the replacement dome correctly to the speaker according to the guidance and IFU already provided, to ensure the dome is attached in a proper and safe manner
- Instruct carefully on:
  - Insertion and removal of the hearing aids
  - Battery handling
  - Hearing aid controls
  - Handling the hearing aids
- Check for feedback, both by monitoring the gain risk indicator in the fitting software and by listening. Ask the client to move their hands to and from their ears to check if feedback is triggered

Note that it is not possible to use Feedback Manager in Oticon RemoteCare.

If there are issues with feedback, consider reducing high frequency gain in the short term, but if it is a persistent problem, it could indicate excessive wax, in which case consider waiting until it is possible for a physical appointment.

- Adjust the gain according to the client's needs
- Counsel the client as you would normally do

### **Arrange a physical appointment to follow up**

- If a physical appointment cannot be done soon after the Oticon RemoteCare appointment, arrange another Oticon RemoteCare appointment to monitor the client's progress, followed by a physical appointment as soon as this is possible
- Ensure that the client understands that they should contact you if they have any issues
- Inform the client that you should be the one to end and disconnect the session, in order to make sure that all necessary changes have been made and saved
- Save and exit Oticon Genie 2

## **⑥ Conduct physical appointment including verification and validation**

- Conduct a complete diagnostic evaluation including verification and validation. Also, ensure that the client is still using their hearing aids correctly, and fine-tune their hearing aids and make adjustments accordingly, if needed

### **Disclaimer**

Please remember that the disclaimers for Oticon Genie 2 and the Oticon RemoteCare App are still valid both for professionals and hearing aid users, and are also available in the IFU.

Please note that this document does not constitute legal advice. Consider your local requirements and whether following this "First Fit with Oticon RemoteCare" allows you to fulfill your local regulations.

### **Oticon Genie 2**

The manufacturer does not take responsibility for the consequences of using this fitting software outside its intended use or warnings.

### **Oticon RemoteCare App**

The manufacturer does not take responsibility for the consequences of using the app outside its intended use. Your hearing care professional is responsible for the fitting through the app. The manufacturer does not take any responsibility for hearing aid fitting. The manufacturer reserves the right to discontinue the app service without prior notice.