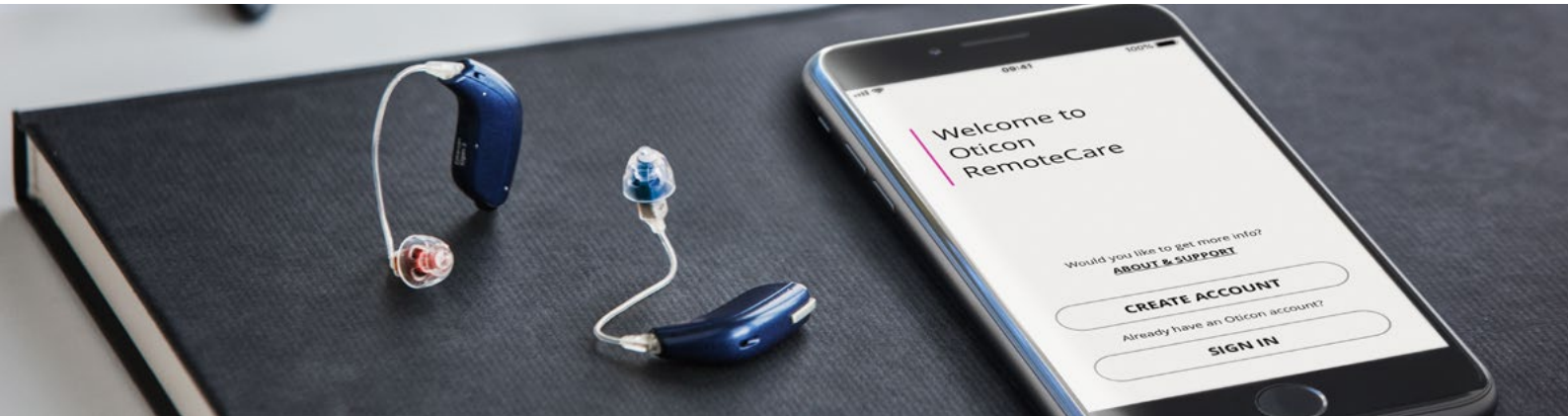


First fit with Oticon RemoteCare

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.



How to use Oticon RemoteCare

This guide is designed to supplement the existing instructions for Oticon RemoteCare. The guide 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 whether the client is a candidate for Oticon RemoteCare
- 2 Help your client get started by holding an initial video call:
 - a. For **new clients** who have a valid audiogram
 - b. For **experienced** clients
- 3 Prepare the hearing aids for the client
- 4 Send the hearing aids to the client
- 5 Check the client is set up correctly and prepared for the Oticon RemoteCare appointment
- 6 Carry out the Oticon RemoteCare appointment at the date and time arranged
- 7 Arrange a physical Oticon RemoteCare appointment
- 8 End the visit

① Assess whether the client is a candidate for Oticon RemoteCare

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)*
- Have mild or moderate hearing loss (up to HCP's discretion for more severe hearing loss)
- Have no occluding wax or red flags (e.g. fluctuating HL / sudden onset HL, sudden onset tinnitus or sudden onset vertigo / asymmetrical HL / middle ear pathologies / aural fullness) - Use clinical judgement to assess if an Oticon RemoteCare appointment can be done without otoscopy.
- 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

② Help your client get started by holding an initial video call:

Skip to the next section for experienced clients

a. For **new clients** who have a valid audiogram

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

During the call:

- Explain to the client how the process will work
- Get 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 the client's case history to ensure candidacy for their hearing aids and for Oticon RemoteCare. Use your clinical judgement to determine whether the client requires a face-to-face appointment (e.g. if otoscopy is needed)
- If not already done, measure the ear for receiver/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 a significant other or family member to assist, if possible. Measure the distance between the two points as shown below

*If you do not have an audiogram on record for a client but they already have wireless-enabled Oticon hearing aids fit in 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.

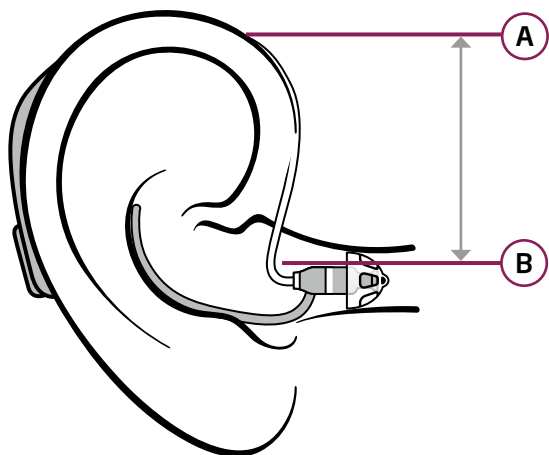
Defining the speaker length for Oticon miniRite hearing aids:

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: _____ inch

- Select the dome size from the previous visit. If you are unsure, use the video camera to assess the appropriate size with respect to safety and comfort
- Walk the client through how to get ready for the Oticon RemoteCare appointment and what to expect. Inform the client that you will send some information/documents to them about this process. Inform the client that it may be useful to involve a significant other or family member to assist, if possible
- Arrange a date and time for the Oticon RemoteCare appointment
- Schedule a date for a video call to check in with the client and guide them through unpacking, putting batteries in, putting the hearing aids on, and pairing the hearing aids to their smart device. This is 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](#)

② Help your client get started by holding an initial video call:

For new clients who have a valid audiogram, see the previous section

b. For **experienced** clients

- 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 it installed and has compatible Oticon hearing aids

During the call:

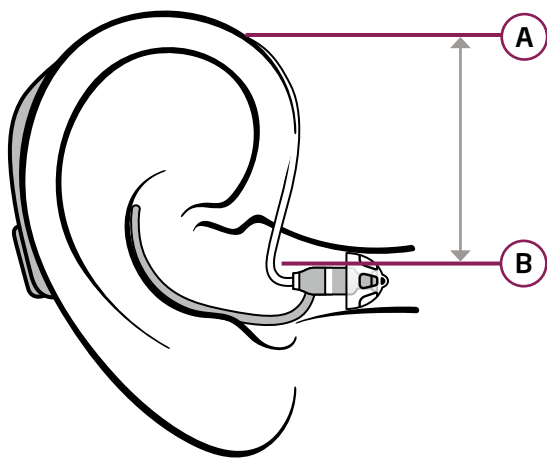
- Explain to the client how the process will work
- Get the client's email address (remember to check that the email address is the same one the client will use to log in to the Oticon RemoteCare App)
- Review the client's case history to ensure candidacy for their hearing aids and for Oticon RemoteCare. Use your clinical judgement to determine whether the client requires a face-to-face appointment (e.g. if otoscopy is needed)
- Identify the receiver/tube size by checking the client's records or the receivers they are using. Otherwise, measure the ear for receiver/tube size by asking the client to hold a ruler up to their ear and making it visible in the video call - or by sending a photograph of it. It may be useful to involve a significant other or family member 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
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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: _____ inch

- Select the dome size from the previous fitting/visit. If you are unsure, use the video camera or Oticon RemoteCare app to assess the appropriate size with respect to safety and comfort
- Walk the client through how to get ready for the Oticon RemoteCare appointment and what to expect. Inform the client that you will send some information/documents to them to help this process
- Inform the client that it may be useful to involve a significant other or family member to assist, if possible
- Arrange a date and time for the Oticon RemoteCare appointment
- Schedule a date for a video call to check in with the client and guide them through unpacking, putting batteries in, putting the hearing aids on, and pairing the hearing aids to their smart device. This is 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](#)

(If you do not have an audiogram but the client has Oticon RemoteCare and compatible Oticon hearing aids, then use Oticon RemoteCare to transfer the settings and audiogram from the client's current hearing aids).

③ Prepare the hearing aids for 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 Genie2

④ Send the hearing aids to the client

- 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

⑤ Check the client is set up correctly and prepared for the Oticon RemoteCare appointment

- In a video call, 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

⑥ Carry out the Oticon RemoteCare appointment at the date and time arranged

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 receiver/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
 - Check visually that the client has attached any 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. You could 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 you can carry out a face-to-face appointment

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

7 Arrange a physical appointment

This is to ensure the client is still using the hearing aids correctly, and to fine-tune their hearing aids and make adjustments to them.

- If this 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 possible
- Ensure that the client understands that they should contact you if they have any issues

8 End the Oticon RemoteCare appointment

- 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 Genie 2

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.

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.