

Remote Care Program.

Tips for successful order submissions.

Follow these **3 simple steps** to complete your Remote Care order and reference the TIPS section below for helpful reminders.

Submitting Remote Care Orders:

Step 1: Complete the “Remote Care Order Form” PDF

Step 2: Email the completed form along with the audiogram sheet to Signiaremote@signiausa.com

Step 3: Order will be processed and shipped to the patient or provider based on the drop ship selection requested in the order form.

TIPS for Remote Care.

To **ensure accuracy** and **optimize turn-around time**, be sure to include the following in the order form:

- HCP account number
- Your name or a contact name for someone at your practice (so we can easily contact you with questions)
- Your preferred method of contact in the “HCP Email or Phone number” area (do not include patient information here)
- Completed “Drop Ship” section with complete address and designation of the recipient (Patient or Provider). Include the complete address ship-to location.
 - **YOU MUST SELECT “PATIENT” OR “PROVIDER” OR YOUR ORDER WILL NOT BE PROCESSED**
- Complete Audiogram

Reminders:

- Use the “Other Special Notes” section for any special instructions
- Check mySignia for order confirmations and to track shipments. If you have not signed up for mySignia, join now at mySigniausa.com or contact our Tech Support team at 1-888-231-1333 with any questions.
- HCPs will be notified via email confirming first-fit order completion for patients.