

TeleCare™ Checklist for Provider

1. Confirm good Wi-Fi/Internet connection in office
2. Open last patient session in Connexx/NOAH
3. Log in to TeleCare, if not already logged in
4. Connect mic/webcam
5. Call patient from cell/office phone to walk patient through the remote care process - check and advise:
 - Connected to the Signia App and *Bluetooth*®
 - Wi-Fi/cellular service activated on phone
 - Fresh batteries/fully charged
 - Phone fully charged or plugged in
 - Advise patient > remote session will be initiated through their app and to answer the call. Your voice will be heard through speakerphone, no streaming.
 - Advise patient > you may/may not be able to hear them speak, but they will hear you (depends on the connection)
 - Advise patient > allow access to their microphone/camera
 - Advise patient > click **"OK"** to the prompt. This will allow connection to their hearing aids.
 - Advise patient > you will call them after the session (if connection did not allow for audio)
6. Initiate remote tuning from Connexx drop down menu
7. Select Audio if video is not required
8. If audio/video isn't working through the software, HCP may open the portal, select patient and use the audio/video options from the portal to communicate
9. After the call is accepted and first check mark is visible, provider should click **"Connect to Hearing Instruments"**
10. When 2 green check marks are visible, click **Minimize View**
11. Make programming changes, as needed
12. Watch for programming/synchronization at the bottom of Connexx screen
13. **End Remote Session** (left lower corner) when all programming and synchronization is complete
14. Save session in NOAH/Connexx
15. Call patient from cell/office phone to confirm all concerns were resolved

TeleCare™ Checklist for Patient

- New or fully charged hearing aid batteries
- Phone fully charged or plugged in
- Good Wi-Fi or 4G, LTE
- All microphone access
- Bluetooth* "ON" and hearing aids connected to the Signia App, app opened and ready to go
- Answer call from provider
- Click "**OK**" when prompted
- Hearing care professional will be audible via speakerphone during session - no streaming during remote session
- Don't use phone for other applications during session, i.e. don't answer calls/texts or exit Signia App
- You will hear audible changes in the hearing aids during session - this is expected
- After remote session, it may be necessary to restart your app to access any new programs added