eAudiology – Signia Perspective

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Overall Philosophy

- To focus on the patient journey

- Provide orientation during the self awareness period
- Provide education and training during the assessment and fitting process
- Provide guidance during the initial post-fitting period – critical to success
- Provide for post fitting adjustments
- Provide live interactive “counseling” between audiologist and patient

- Address both the patient and the audiologist needs
- Create an **cost-effective** program to **maintain contact** with the patient

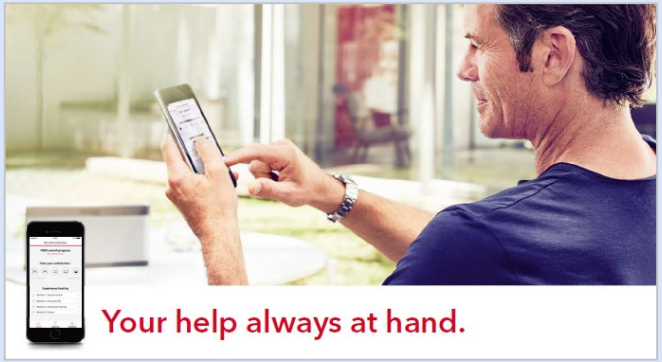
How can we accomplish these goals

- Combine the power of the internet and mobile computing
- Create tools for both patient and the professional
- Collect data on the use and satisfaction of the tools

Signia TeleCare

- Designed to strengthen the relationship with your patients and establish a new standard of care

- Allows you to offer support via remote consultations and hearing aid adjustments

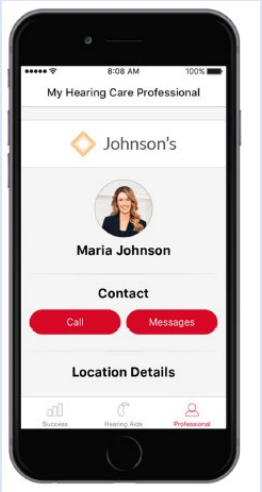


Signia
Data Security and privacy

- Technology is fully HIPAA compliant and all data is encrypted
- Access to customer data is protected by individual passwords for each audiologist or employee
- Signia/Sivantos cannot and is not allowed to access data

Signia
Two components

- Professional > TeleCare Portal
- Patient > myHearing App



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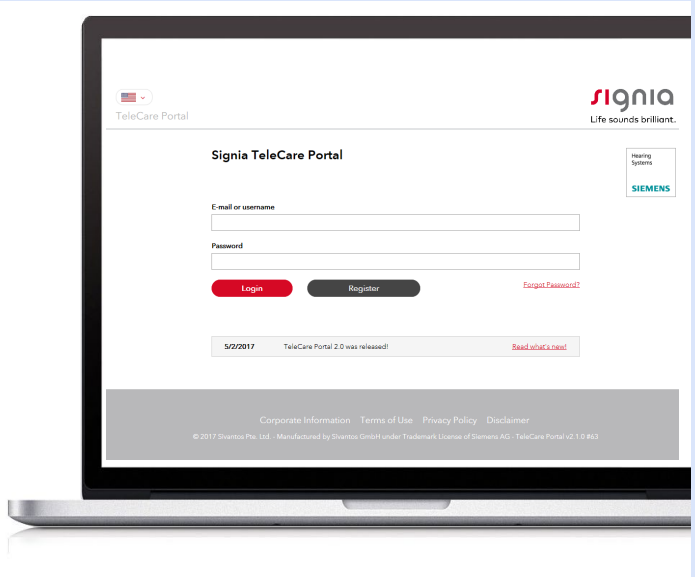
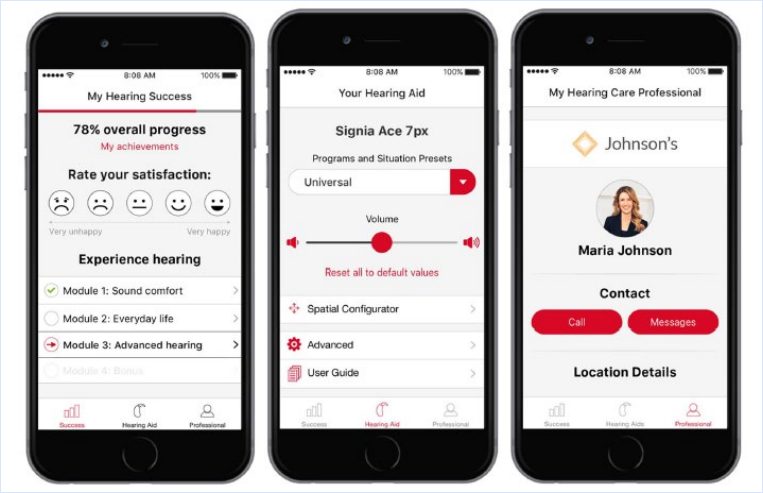


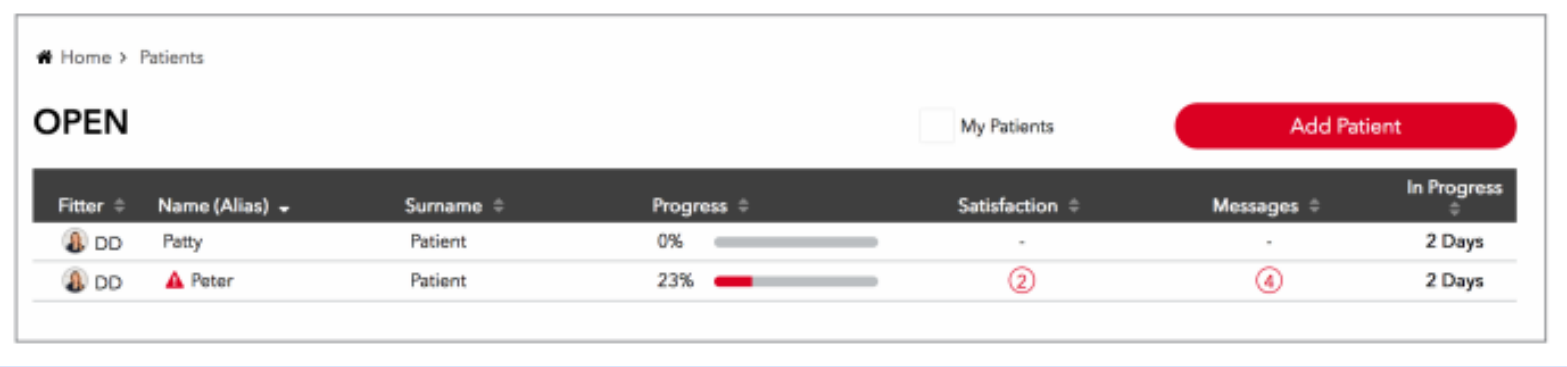
Signia
The myHearing App - connecting the patient and professional

- My Hearing Success
  - Listening tasks and satisfaction ratings for wearer
- Your Hearing Aid
  - Remote control & interactive care and use guide
- My Hearing Care Professional
  - Contact information for wearer convenience



Signia
How they work together

- The myHearing App communicates with the portal
- Overview of progress and satisfaction ratings throughout the fitting process
- View and send messages offers another communication mode to stay connected to patient



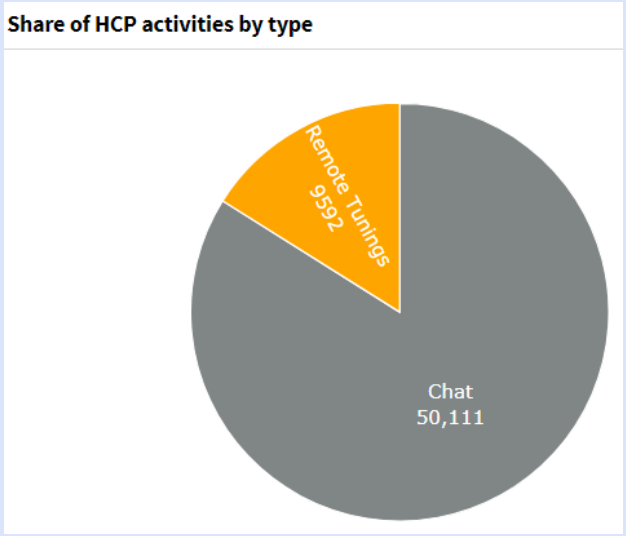
Signia
Remote Adjustments

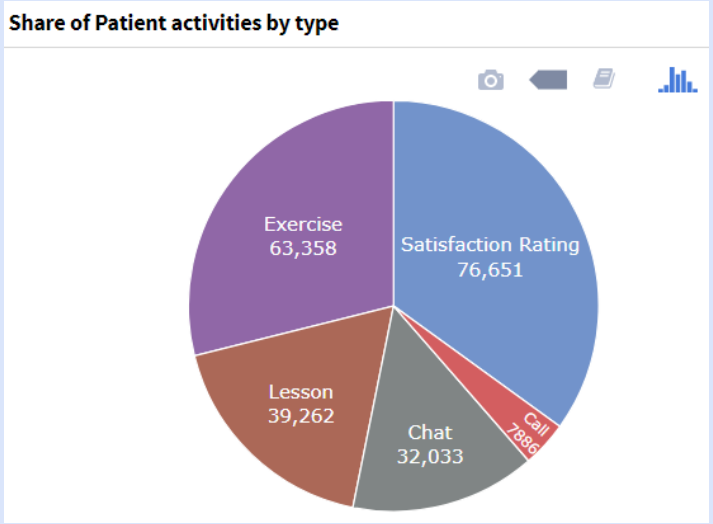
- Efficient and effective way of offering best practices
- Time management improved for the professional and for the patient
- Conducted in either real-time or via “drop box” for convenience

Signia
Analytic data - **150,000 patient-HCP interactions**

- The two most significant indicators > patient average satisfaction in week 1 of the trial, and if the patient completed any hearing activities in the app in week 4.
- Patients who have an average satisfaction rating in week 1 of at least a 3.5, and performed at least one activity in week 4 have an 8% probability of not wearing/returning the hearing aids
- Patients whose week 1 rating is worse than 3.5, and did not complete an activity in week 4 have a significantly higher probability of not wearing/returning their hearing aids at 49%.
- TeleCare helps HCPs identify patients who are at risk of rejecting amplification, and gives them an early opportunity to intervene. This finding also confirms that higher patient engagement leads to hearing aid adoption and patient satisfaction.

Signia
Activities by HCPs and patients





Potential tele-health applications in audiology

- Remote screening/assessment of hearing
- Remote fitting/adjustment/troubleshooting of hearing aids and cochlear implants
- Post-fitting home-care follow-up
- Facilitated home based aural rehabilitation
- Tinnitus Counseling

Signia TeleCare
Summary

- Combines internet , mobile computing, communications to provide ……..

- Higher patient engagement leading to increased hearing aid adoption and patient satisfaction
- Provide the patient with the **same best practice -** in the office or remotely
- Improved workflow and efficiencies for the professional

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