



# Welcome!

**Judy Grobstein, AuD-FAAA, MACAud**  
Manager of Education and Audiology

Options for audio include computer speaker or dial-in  
Phone Number: 02 8518 1923 Access Code: 801 781 293  
For technical questions or log-in information please contact Dan Towns  
Direct line: 02 8823 9005 Dan\_towns@starkey.com.au




## Housekeeping

### Webinar Experience

If not using speakers and you haven't already, please call into the call center number 02 8518 1923 and enter access code 801 781 293

**Please be sure to keep microphones muted**

If you have any questions, please type them in the chat box. You can view the chat box by clicking the chat bubble at the bottom of your screen 

If you have any technical issues, please contact Dan Towns at Dan\_towns@starkey.com.au or call him direct at 02 8823 9005



## Housekeeping

### Endorsed Session

This Session is endorsed for ACAud, AudA and HAASA points

You must stay logged on for the full session

AudA members must complete a 10 questions quiz with a passing score of 70% as well as your CPD Reflections and Evaluations

ACAud, HAASA and NZAS members must complete the quiz to receive full points.



## Housekeeping

### Learning Objectives

- Identify how to enable remote programming in the Inspire software
- Describe how remote programming adjustments are requested
- Describe how to make, send and monitor remote programming adjustments



# Hearing Care Anywhere

## Giving your Patients the Edge with Remote Programming



Judy Grobstein, AuD-FAAA, MACAud  
Manager of Education and Audiology



# Hearing Care Anywhere

### Telehealth application for remote hearing aid programming adjustments

Professionals can improve the patient experience by delivering programming adjustments directly to a patient's smart device and hearing aids with no need for a personal visit.




livio<sup>AI</sup> | livio

RIC 312      Micro RIC 312      RIC R      BTE 13

**livio<sup>AI</sup>**  
2400 | with Healthable Technology

**livio**  
2400, 2000, 1600, 1200

●●●●● Snap Fit Smart Receiver Matrix Options: 107/40, 115/50, 120/60, 130/70

### Fully Subsidized Device

Clients of the Hearing Service Program are eligible to be fitted with high quality fully subsidized hearing devices where it is clinically required.

**BTE 13**      **Coming Soon**      **livio** 1000

### Benefits of Remote Programming

- Increase Access to Care
- Improve Continuity of Care
- Increase Patient Engagement
- Improve Patient Outcomes
- Increase Patient Satisfaction
- Reduce Costs

### HSP updates 3 April 2020

Australian Government  
Department of Health

Hearing Services Program

Information on alternative service delivery	Initial fitting	Practitioner should determine how best to program devices in a <b>fit</b> <b>Programmatic programming - remote updates</b> thing can be completed via Healthable Technology allow and the <b>Program</b> is available when necessary and not compromised.
	Reviews	Practitioners will need to use their clinical judgement to determine if <b>program reviews</b> can be conducted, including which activities they can complete, via technology and ensuring their safety. The required program activities must be performed and completed (DICE to flow or otherwise), in order to claim a Review Item. If the client reports a change in hearing or ear health, they must be seen for a face to face appointment.
	Rehabilitation - Remote Prog	Can be completed via phone and/or videoconference as required based on clinician and client preference. Group rehabilitation sessions should NOT be offered face to face. Can be offered via videoconferencing if the technology is available and it can be completed without compromising client outcomes.

### Approaches to Remote Hearing Aid Programming

**Synchronous Real Time**  
Live contact between provider and patient

### Approaches to Remote Hearing Aid Programming

**Asynchronous Store and Forward**

Patient Submits When Convenient

Provider Answers When Convenient



FaceTime Real-time vs. Facebook Store and Forward



**1** **Patients**  
Request fine-tuning adjustments from their hearing healthcare professional through the Thrive Hearing Control app.

**2** **Professionals**  
Receive remote programming Help Requests in the Hearing Care Dashboard and make fitting adjustments in Inspire that are sent back to the patient through the cloud to the Thrive app.

**3** **Patients**  
Compare the new and current hearing aid settings and save those that are preferred.



### Hearing Care Anywhere

**Store and Forward Strategy**

- Allows both patients and professionals to manage hearing aid adjustments at their convenience
- Speed of exchange is nearly synchronous
- Concurrent video or phone call is possible

**iOS and Android Compatible**

- iOS: iPhone/iPad/iPod devices supporting iOS 11 or higher
- Android: A variety of devices are supported – see Starkey.com

**System Requirements**

<p><b>Professional</b></p> <ul style="list-style-type: none"> <li>• Fitting Computer</li> <li>• Inspire 2019 or higher</li> <li>• Hearing Care Dashboard</li> <li>• Internet Connection</li> </ul>	<p><b>Patient</b></p> <ul style="list-style-type: none"> <li>• 2.4 GHz Thrive Platform hearing aids</li> <li>• Smart Device</li> <li>• Thrive Hearing Control App</li> <li>• Internet Connection</li> </ul>
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### Hearing Care Anywhere Remote Programming Steps

- Step #1: Setting Up the Hearing Care Dashboard
- Step #2: Enabling Remote Programming in the Hearing Aids
- Step #3: Activating Remote Programming in the Thrive App
- Step #4: Submitting a Remote Programming Help Request
- Step #5: Answering a Remote Programming Help Request
- Step #6: Receiving Adjustments from the Professional
- Step #7: Monitoring Completed Requests



**1** Setting Up the Hearing Care Dashboard



## Office Administrators

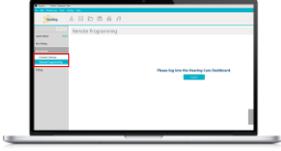
- First person to use the system/register the office is automatically an Administrator
- Add, delete and group professionals
- Assign office locations
- View and respond to any request in the organization
- View feature Metrics
- Administrative privileges may be given to any participant and roles may be changed at any time



## Dashboard Set Up/Office Registration

Open Inspire, navigate to the 'Get Started' screen and click on 'Remote Programming'.

Click on the 'Log In' button to configure the Hearing Care Dashboard.



Please log into the Hearing Care Dashboard.

[Log In](#)



## Dashboard Set Up/Office Registration

System Requirements

Click 'Start setup' to create the Hearing Care Anywhere Dashboard for your practice and follow the prompts.

What You'll Need

- A valid email address for each administrator/professional
- Your Starkey account number(s)
- Practice names, addresses and phone numbers
- Office hours




## Hearing Care Dashboard Set Up

Setup



Verify

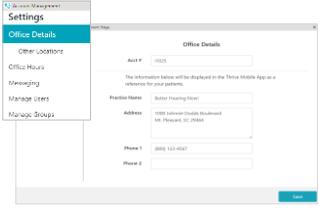


Your email has been verified

You can now sign in with your new account

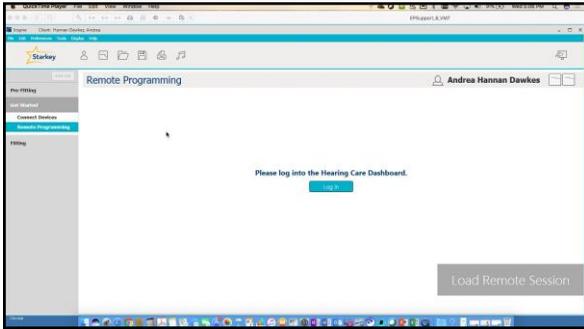
- Valid email address
- Create a Password  
Password must contain a minimum of 6 alphanumeric characters including 1 uppercase letter, 1 lowercase letter and 1 number
- Email will be sent to the address entered
- Click the link in the email to verify the email address
- Confirmation message will appear
- Return to the Dashboard and select 'Next'

## Follow the Step-by-Step Prompts




## Hearing Care Anywhere Dashboard Set Up



## Manage Groups

- Professionals in a practice may be grouped
- Groups have the ability to view and respond to each other's Help Requests
- Ensures requests are not missed when providers are out of the office

### Hearing Care Dashboard

Registration & Management

**Hearing Care Dashboard: Register and Manage Your Organization**

Register Your Organization

To log in, visit the Hearing Care Dashboard

StarkeyPro.com

- Education & Training
- QuickTIPS

## 2 Enabling Remote Programming in the Hearing Aids

## Enabling HCA in the Hearing Aids

### Livio AI and Livio

INSPIRE

## Enabling HCA in the Hearing Aids

INSPIRE

Remote Programming

Code will be associated with: Swanson, Ron

Code:

\* Code expires three days after generation

### Remote Programming Patient Consent

Remote Programming requires patient consent. Please review the document with the patient and consent to enable the feature of Code to be used for Remote Care.

Remote Services: Accessing Patient Mobile Applications

The Software is capable of connecting to a patient's hearing device mobile application (third-party Patient App). Using the Software to connect to a Patient App will allow you to provide remote services. Remote Reports from a patient's mobile application will be shared with your Hearing Aid. When a patient wants to allow you access, you must use the remote programming function in the Software to generate a unique code which will appear in a linked text (Remote Code). The patient must then enter the remote programming function in the Patient App, fill out the Remote Code. The patient's hearing aid mobile application will then prompt the patient to provide affirmative consent and authorization to allow you to connect to and use the Patient App. Once completed you will have access to the patient's data stored in the Patient App, and be able to communicate with the patient using the Software. The patient may disconnect your access at any time by changing their app or the patient hearing device application.

No one is ever solely responsible for connecting and will at all times comply with any and all applicable privacy and data security laws, including obtaining any required patient authorization or consent, and providing all necessary and applicable privacy notices to patients, when using the Software.

Print Decline **Accept**

## Enabling HCA in the Hearing Aids

INSPIRE

Remote Programming  
Code will be associated with: Swanson, Ron  
Code:

\* Code expires three days after generation

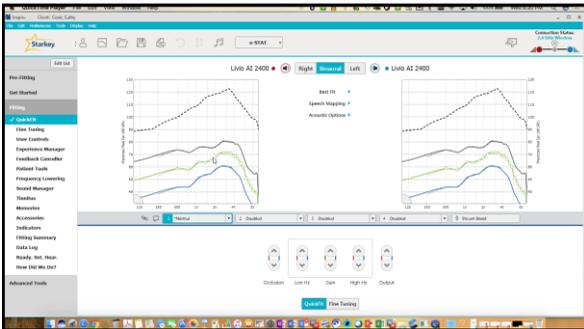
Remote Programming  
Code will be associated with: Swanson, Ron  
Code: **NB46G5**

\* Code expires three days after generation

*The code must be unique for each patient – do NOT reuse codes*

## Enabling Remote Programming in the Hearing Aids

Starkey



## Activating Remote Programming

Remote programming cannot be used until the patient-specific code is entered into the Thrive Hearing Control app to create a secure connection between the user and professional:

- Enter the code into the Thrive app while the patient is in the office
- Print the Device Guide available in Inspire at the time the code is generated
- Call, text or email the code to the patient
- Write the code down for the patient

INSPIRE

Remote Programming  
Code will be associated with: Strong, Lisa  
Code: **LN39R2**

\* Code expires three days after generation

OK

## Good-To-Know

Patient-specific code must be entered into the Thrive Hearing Control app within 3 days

Easy to generate a new code without the hearing aids present as long as remote programming has already been enabled in the hearing aids:

1. Select the patient in the database
2. Open Inspire
3. Go to "Tools"
4. Click "Generate Remote Programming Code"

INSPIRE

Tools **Generate Remote Programming Code**

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Clear Settings and Device Settings

Generate Remote Programming Code

Programmer

Media Player

Speaker Calibration...

Smart Guide App

Adult Auto Path

Reliable Audio Path

Speech Mapping

Removal/Insertion

StarLink Wireless Diagnostics

Add Code

Feedback Controller

Device Access Settings...

gener delivers the mo

## 3 Setting Up Remote Programming in the Thrive Hearing Control App

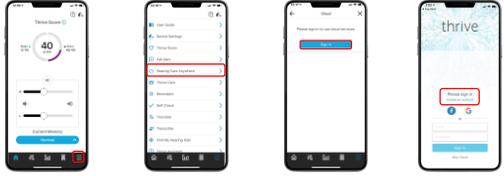
Starkey

Download the Thrive Hearing Control App



Available in the App Store or Google Play Store

Establish Secure Cloud Connection



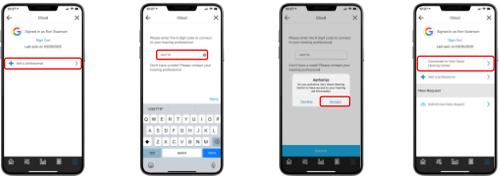
Tap the Settings Menu icon

Tap 'Hearing Care Anywhere'

Tap 'Sign In'

Sign In or Create an Account

Establish Secure Provider Connection



Tap 'Add a professional'

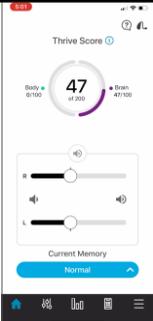
Enter the remote programming code generated in Inspire

Tap 'Accept'

Professional appears in App

Setting Up Remote Programming in the Thrive Hearing Control App





Thrive Score 47

Current Memory Normal

Good-To-Know

- Information about the practice location assigned by the Administrator will appear in the Thrive app
- Office hours may be customized for each professional
- Patient can call the office by tapping on the phone number

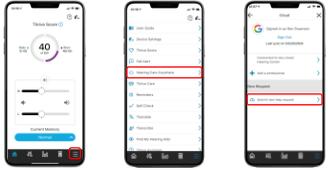




**4**  
Submitting a Remote Programming Help Request

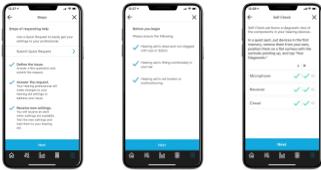


Submitting a Help Request



Tap the Settings Menu Icon    Tap 'Hearing Care Anywhere'    Tap 'Submit new Help Request'

Submitting a Help Request



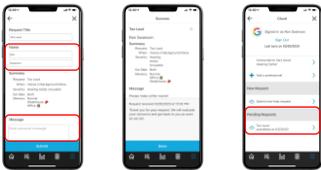
Steps explained    Instructions before beginning    Run Self Check

Submitting a Help Request



What seems to be the problem?    When do you notice the problem?    How severe? Which side? Which memories?

Submitting a Help Request

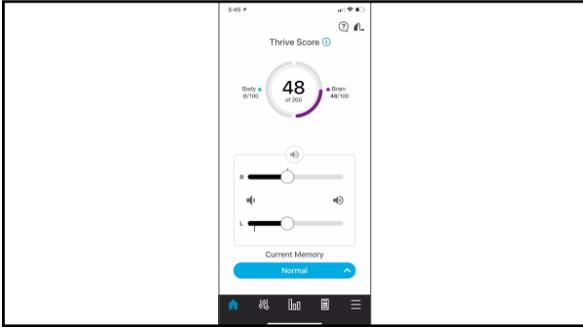


Enter patient name (first time only)  
Enter optional message for provider

Success screen    Pending Requests

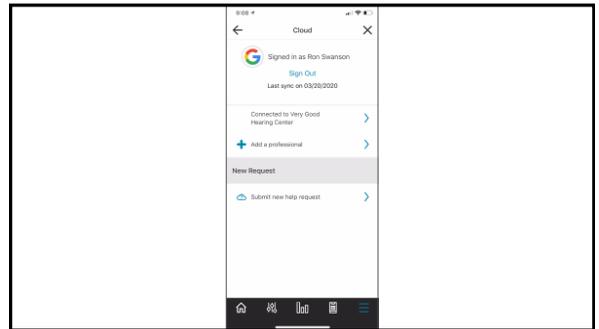
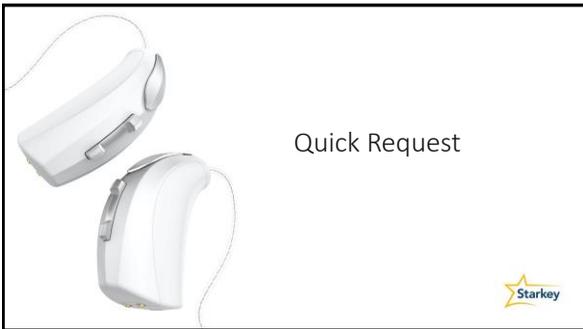
Submitting a Help Request



## Quick Requests

- Only allows the patient to send a message to the professional
- Quick way to initiate a remote programming session during a phone/video call



## Good-To-Know

- Professional must respond to a Help Request and the patient must save their preferred settings before another request may be entered
- If the patient taps on 'New Request' with a previous request incomplete, they will receive a notification stating 'Request Limit Reached'
- Help Requests are limited to one at a time:
  - One set of adjustments may address other concerns
  - Professionals do not become overwhelmed by multiple requests from the same patient

**Request Limit Reached**  
Only one submitted request is allowed. Once your current request is answered, you will be able to submit another. Contact your professional for more.

Done

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↳ Education & Training

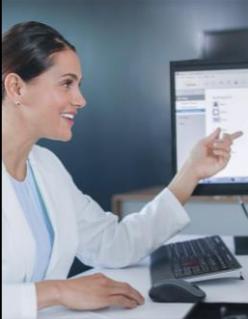
↳ QuickTIPS

### Hearing Care Anywhere Help Requests

Helping Our Members at Home is our top priority. Help us help you receive hearing care at home. We've made it so easy to get help that you can be up and online in minutes. Here's how to get help at home:

**System Requirements:**

- All iOS: This app is only available on the App Store.
- All Android: This app is only available on the Google Play Store.
- You must be connected to the Internet.
- You must have a valid Starkey account.
- You must have a valid Starkey account.
- You must have a valid Starkey account.



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## Answering a Remote Programming Help Request



## Answering a Help Request

- Ear icon will be visible on the bottom tool bar or in the system tray
- New Help Requests will be indicated by a red dot on the ear icon
- Click on the ear icon to open the Dashboard and see new requests – log in if necessary

- Provider Logged In New Request(s) Waiting
- Provider Logged In No New Request(s) Waiting
- Provider Logged Off
- System Could Not Refresh



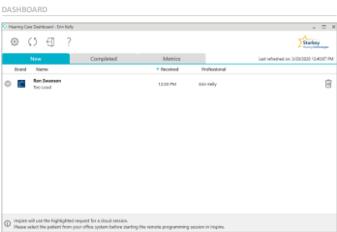
System Tray (lower right)



Tool Bar (lower left)

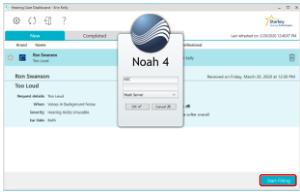
## New Requests

New requests populate in the Hearing Care Dashboard under the 'New' tab



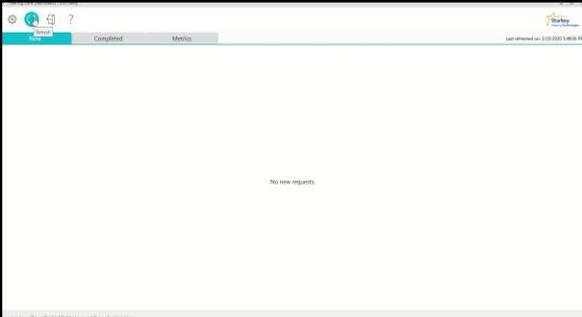

## Noah or PatientBase

- Click on the patient's name to view the request
- Click the 'Start Fitting' button
- Make adjustments to the fitting when Inspire loads





## Answering a Help Request


### Good-to-Know

Hovering on 'Hearing Care Anywhere' in the top, right corner of the Inspire software will show the details of the request made by the patient.

Professional and custom memories may be adjusted.

The screenshot shows a software interface with a 'Hearing Care Anywhere' dropdown menu open, displaying details like 'Request Details', 'When', 'Where', 'Identity', 'Car side', 'Memory', and 'Notes'. Below it, a 'Stream Boost' dropdown menu is shown with 'Steakhouse' selected, and another dropdown below it with 'Office' and 'Steakhouse' options.

### Good-To-Know

Remote programming adjustments may be made for any patient from ANY fitting computer connected to the internet once the professional is logged in to the Dashboard.

The screenshot shows the Inspire Dashboard with several line graphs and data points, representing remote programming adjustments for a patient.

### Good-To-Know

- If professionals are grouped together in the Dashboard, the sort/filter option may be used to view the requests for other users. Simply select the person whose Help Requests you would like to see.
- This is advantageous for assisting with Help Requests when providers are out of the office
- Administrators can see and respond to all Help Requests within the organization

The screenshot shows a list of professionals in the Inspire Dashboard. A dropdown menu is open, showing a list of names: Suma Khalil, Matt Burk, Laura Woodworth (checked), Lorrie Scheller, Penny Tyson, Kevin Marshall, and Lois Benson. An 'Apply' button is at the bottom.

### 6 Receiving Adjustments from the Professional

### Receiving Adjustments from the Professional

- Once the professional has made and saved adjustments to the fitting, the changes are sent to the patient's cloud account
- Settings are pulled down from the cloud when the patient previews the changes in the Thrive Hearing Control app
- The patient can compare current and new settings in applicable environments and save the best settings to their hearing aids

### Receiving Adjustments from the Professional

Patient simply follows the trail of red dots

### Receiving Adjustments from the Professional



Pending Requests Preview Memory  
 Compare Current and New Settings  
 Save Current or New - no time limit with decision making

### Rate Adjustments

- Patients are prompted to rate their satisfaction with the adjustments once all settings are saved
- Prompt appears once

There are three response options  
 😊 Satisfied 😐 Not Yet Satisfied 😞 Dissatisfied



Professionals will see the ratings in the Completed section of the Hearing Care Dashboard

### Satisfied

If the user selects 'Satisfied', they receive a thank you message.



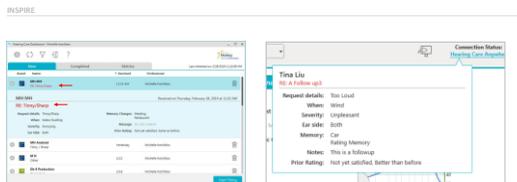
### Not Yet Satisfied or Dissatisfied



Not Yet Satisfied or Dissatisfied  
 Thank you message and the ability to submit a New Request  
 New Submission

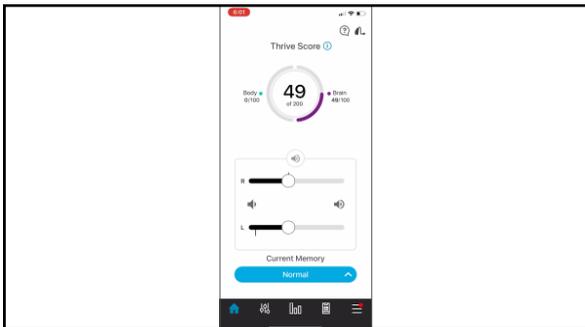
### Good-To-Know

New remote programming Help Requests created by a patient in response to a previous request (when initiated after a Not Yet Satisfied or Dissatisfied rating), will appear with red text in the Dashboard to alert the professional that the request is in follow up to a previous one.



### Receiving Adjustments from the Professional





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- ↳ Education & Training
- ↳ QuickTIPS

### Hearing Care Anywhere

Remote Programming System

**Hearing Care Anywhere™ System Components**

**Hardware:** Starkey™ hearing Care anywhere™ Cloud™, Starkey™ Hearing Care anywhere™ Cloud™ (Starkey™ Cloud™ or HCP)

**Starting Starkey:** Starkey™ Hearing Care anywhere™ Cloud™ (Starkey™ Cloud™ or HCP) is used for the hearing Care anywhere™ Cloud™.

**Software:** Starkey™ Hearing Care anywhere™ Cloud™ (Starkey™ Cloud™ or HCP) is used for the hearing Care anywhere™ Cloud™.

**Figure 2: Enabling remote programming on the hearing aids**

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## Monitoring Completed Requests

## Completed Requests

DASHBOARD

DASHBOARD

Last refreshed Refresh 2018 1:05:18 PM

- Once adjustments to the hearing aid settings have been sent to the patient, the Help Request moves to the 'Completed' section of the Hearing Care Dashboard.
- Click on a patient's name to see a summary of the Help Request
- The Dashboard refreshes every 15 minutes
- Click the 'Refresh' button to update requests sooner if needed (e.g. when guiding a patient through the process on the phone)

## Request Status

- ✓ Adjustment(s) accepted
- ➔ Changes sent to cloud – waiting for patient to open in Thrive app
- ✗ Adjustment(s) declined
- ⦿ Adjustment(s) status is mixed (Some accepted/rejected)
- 👁️ Patient has opened adjustments in Thrive app to review

INSPIRE

## Ratings

- 😊 Satisfied
- 😐 Not Yet Satisfied
- 😞 Dissatisfied

DASHBOARD



## T2 On Demand App

- Free app for Apple and Android devices
- Has to be enabled in inspire software
- Requires StarkeyPro log-in
- App generates the appropriate DTMF tones



StarkeyPro.com

↳ Education & Training

↳ QuickTIPS



## Swap Fit



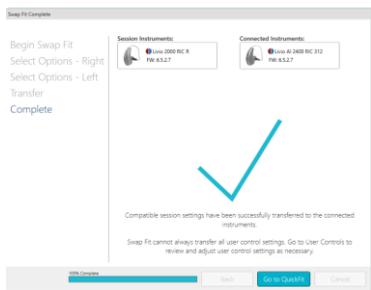
Transfer settings from a fitting session to a hearing aid that may differ by product family, tier, style of feature set.

The response of the original fitting is used as the "target" for the response of the new destination hearing aids.



## Swap Fit

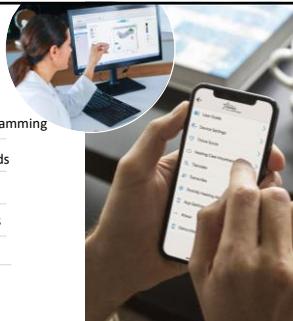
- Select Load a Previous Session
- Select date of patient's last session
- Click 'Continue' to start Swap Fit process
- Remove hearing aids from ears
- Select 'Begin Transfer' to swap in previous settings



## Get Creative

Pre-Fit Hearing Aids and Enable Remote Programming

- Have family member bring in/ pick up aids
- Post new or repaired aids to patient
- Curbside fittings/ follow up appointments
- Home visits from outside window
- Take the time to call your patients



# Questions?



## Learn More

Back to the Basics  
Tuesday 18 February 2020

Mastering Advanced Features  
Tuesday 10 March 2020

Bringing it all Together with Inspire 2019.1 Software  
Tuesday 7 April 2020

All courses 1:00pm to 2:00pm Sydney Time

Endorsed for Live and Recorded sessions



## Your Starkey team – training & support



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Customer Service

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## Your Starkey team



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## A message from our Managing Director



**Dawn Rollings**



## Endorsement Points

ACAud Endorsed: 202015 (2 CEP points)

AudA Endorsed: CPD1920 075 (Category 1.2) (1 CPD point)

HAASA Endorsed: CPED2018-2020 (2020-015) (1.5 CPED points)



## Thank You!



Judy Grobstein, AuD-FAAA, MACAud

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