

Hearing Care Anywhere Protocol

How the experience works for professionals and patients: _____

- **Remote Programming Enabled For All Patients By Starkey!** All patients wearing Livio and Livio AI hearing aids can use Remote Programming through the Thrive app after updating the app on their smartphone. Many patients' apps update automatically through the Apple App Store or Google Play Store. In some cases, patients may need to open the Apple App Store or Google Play Store to update their app.
- **Office Establishes The Practice As A Hearing Care Anywhere Organization.** Professionals who have not previously used Remote Programming register and set up their organization. Use this link for [step-by-step instructions](#).
- **Professional Moves Patient Appointment To Remote Care.** Professionals call to confirm that patients have the Thrive app installed and updated and inform patients that their new or existing service appointment will be done remotely.
- **Professional Provides A Code.** On the same call, professionals provide a patient-specific code generated by Inspire. See page 2 of this document.
 - **Note:** In Inspire, click on Tools and choose Generate Remote Programming Code from the menu. This is the quickest way to generate a unique remote programming code for each patient.
- **Patient Creates Cloud Account.** After installing the Thrive update, the patient needs to create a cloud account if they don't already have one. This account information is seen under Settings / Hearing Care Anywhere.
- **Patient Inputs Code.** Once logged in, the patient sees an option to "Add a professional." This is where they enter the code obtained from their hearing professional. Once they accept terms and conditions, the patient is ready for their remote programming appointment.



- **Patient Requests Adjustment.** When starting their remote programming appointment, professionals guide patients to click “Submit new help request” in the Thrive app. This enables the hearing professional to receive data from the hearing aid remotely. See step-by-step instructions.
 - **Note:** Step 4 is a Quick Submit that bypasses the full issue description. This is a great option for the patient to send the settings, then share more information by phone or video.
 - Patient instructions are available in the Thrive app User Guide found under the Settings menu.
- **Adjustments Are Made.** The professional makes adjustments using the Inspire fitting software and sends the adjustments back to the patient remotely.
- **Patient Accepts Adjustments.** Patient receives the adjustments in the Thrive app and compares the new settings to their prior settings. When happy with the adjustments, the patient simply clicks “Save.” Being on the phone or a video chat with patients during this process allows the professional to get real-time feedback on the adjustment.
- **Professional Follows Up.** After a short period of time, usually a day or two, a professional follow-up is recommended to gauge the effectiveness of the adjustment and determine needs for additional fine tuning.