# Beltone Remote Care: Hearing care wherever you are

If your patient needs more fine-tuning than the Beltone HearMax app offers, they can use Beltone Remote Care for direct access to help from you. With Beltone Remote Care, patients can send a request for assistance with their hearing aid settings and they can receive settings in the app, ready to install on their hearing aids.

Please note that access to Beltone Remote Care requires the following:

• Availability in your market

• One or more of its features has been enabled for the patient by their hearing care professional
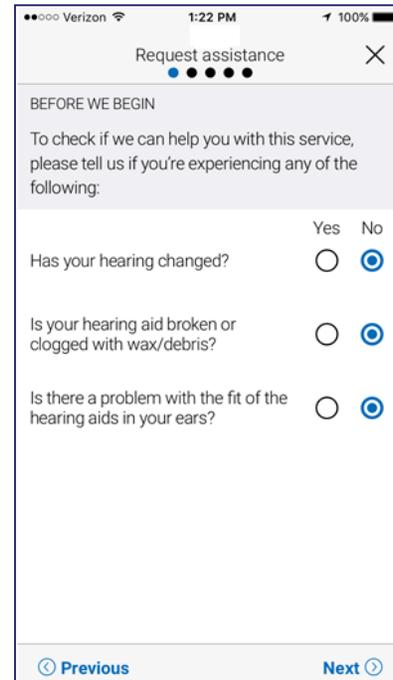
How a patient requests assistance
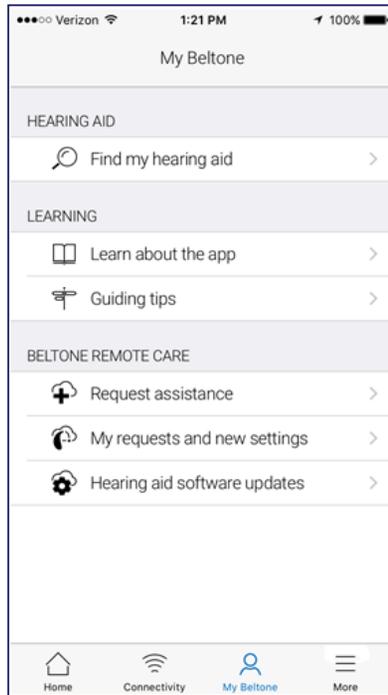
My Beltone

Patients should go to My Beltone in the bottom menu to find Beltone Remote Care. Taps 'Request assistance' to reach out to their professional. Then just follows the flow.

Before we begin

We ask you a few questions about their hearing and their hearing aids before we start. This is to check if this service to fine-tune their hearing aid settings can help you.

It's important that they don't think that their hearing might have changed, for example got worse. If they can answer 'No' to all questions, tap 'next" to continue.

Patients should try out their direct fine-tuning options in the Beltone HearMax app first. Use Beltone Remote Care if they're experiencing recurring problems or need more fine-tuning than they can find in the app.

Defining your problem and sending

In the following steps, your patient simply mark their response as they match
their experience. The more input they give, the better can help them.

Filling in your information

On the first step shown here, a patient can choose 'Other' if none of the options available describe their experience. They can add a personal message in the last step to describe it themself.

On the second step, they will tell you how severe they find the problem, which ear its on, and in which programs they experience it.

Screen 1:

●●●○○ Verizon 🛜   1:22 PM   ✈ 100% ▪▪▪

Request assistance   ✕

DEFINE YOUR PROBLEM

Please check the problem(s) you are experiencing. Add your own description on the last page.

○ Too loud
○ Too soft
○ Muffled, unclear
○ Extra noise, whistling, static
◉ Too sharp, tinny, or shrill
○ The sound fluctuates or cuts in and out
○ Other

ⓒ Previous   Next ⓒ

Screen 2:

●●●○○ Verizon 🛜   1:23 PM   ✈ 100% ▪▪▪

Request assistance   ✕

HOW SEVERE IS THE PROBLEM?

| Slightly annoying | Annoying | Hearing aid unusable |

WHICH SIDE IS THE PROBLEM ON?

| Left | Both | Right |

WHICH PROGRAM(S)?

| All programs |

| All-Around | Restaurant | Outdoor |
| Lecture | TV1 | TV2 |
| myPAL |

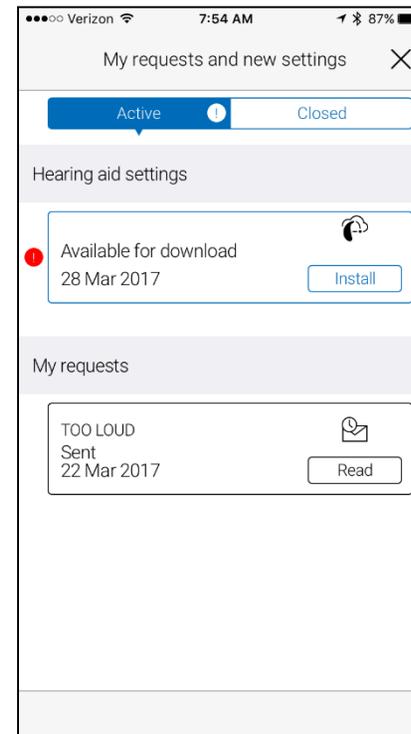ⓒ Previous   Next ⓒ

ℹ️ Patients must fill in a response on every screen in order to proceed.
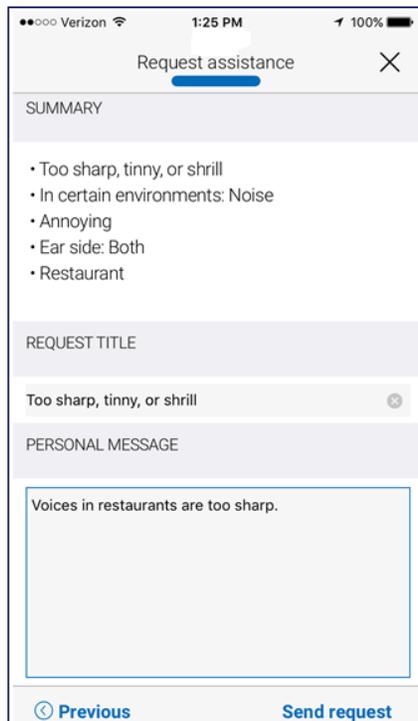
Send request

Tap 'Send request" when they're ready. Patients need to make sure their hearing aids are connected to the app when they send, as their current hearing aid settings are included in the request. Also, they need to make sure their mobile device has a network connection.

Viewing requests

To view their previous requests and responses from you, patients should go to My Beltone and tap 'My requests and new settings'. Lists of active and closed requests will be accessible. Tap on one to see more.

After a patient sends the request, they will receive a confirmation from you. The confirmation will tell them when they can expect to receive new settings or a message in response.
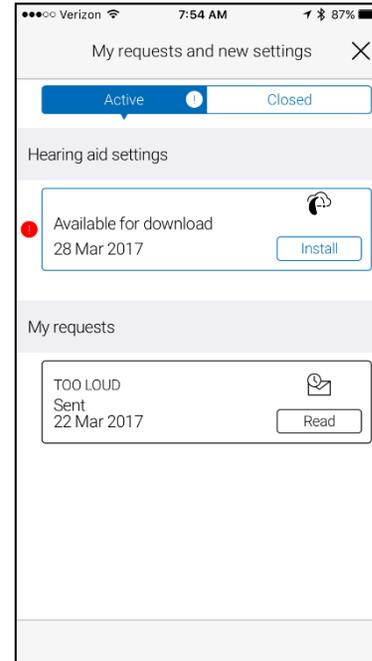
Receiving new hearing aid settings

Notification

When you send new hearing aids settings to your patient, they will receive a notification directly in the app. Tap 'Install' to do the installation now, or 'Later' to do it when it's more convenient for them.

If your patient tap 'Later', a notification badge on My Beltone in the menu will remind them to do it. Go to that menu to install.

Starting the installation

New hearing aid settings are placed as the first listing on the screen. Tap 'Install' to begin. The installation takes about 1 minute.

You can include a message for your patient, to explain what is included in the new settings.
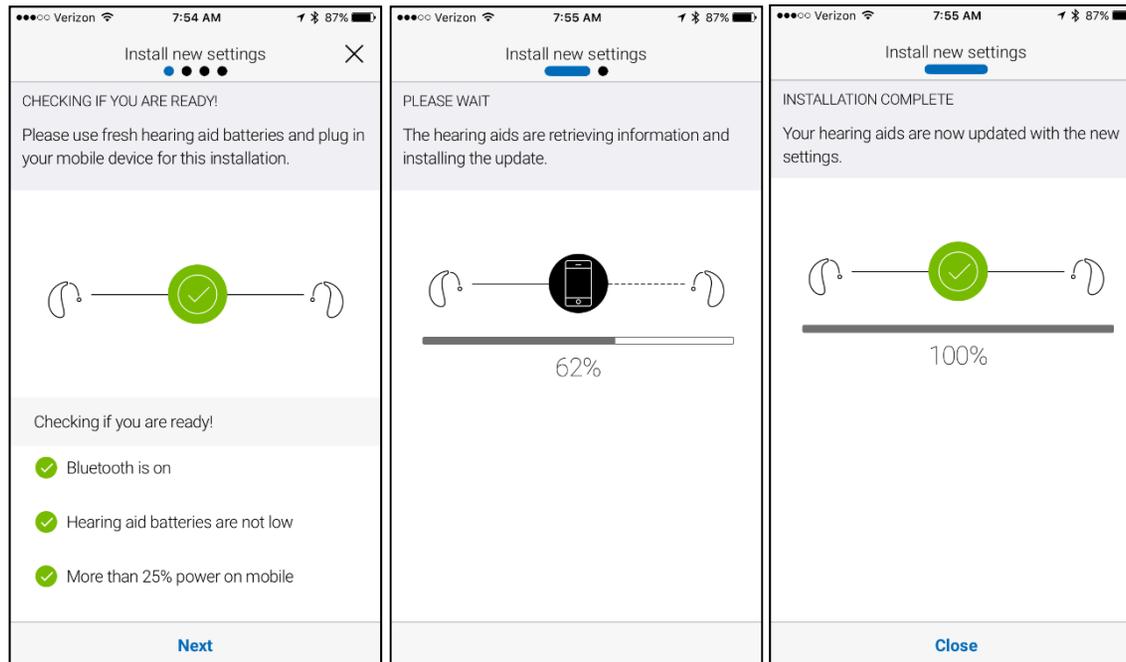
Installing new hearing aid settings

In the following steps, the app double-checks that your patient's hearing aids and mobile device are ready. Note that the hearing aids will turn off sound during the installation.

Patients can follow the progress of the installation. The green check mark tells them when it's complete. Tap 'Close' and try the new hearing aid settings!

> If, for some reason, your patient want to restore their previous settings after installing the new ones, go to My Beltone and tap 'My requests and new settings'. The option to restore previous settings is available at the bottom just follow the flow.

A long term relationship with your patient can now be long distance too

- We all know that aftercare for your patient is important if they are to get the most from their hearing aids. These days, finding new and convenient ways to support them is crucial. Beltone Remote Care is a groundbreaking new technology that connects you with your patients directly via their iPhone or Android phone. You are now able to perform fine-tunings to the original in-office fitting without your patient having to travel to your office in-between their scheduled appointments. Via their smartphone, adjustments can be downloaded anywhere, adding greater precision to the fitting and highly personalized feature settings.

A smoother acclimatization period

- Beltone Remote Care helps you manage sound quality issues, such as speech identification, noise levels and sound fluctuation in real-world situations. It's a more precise way to help your patients adapt to amplification more easily.
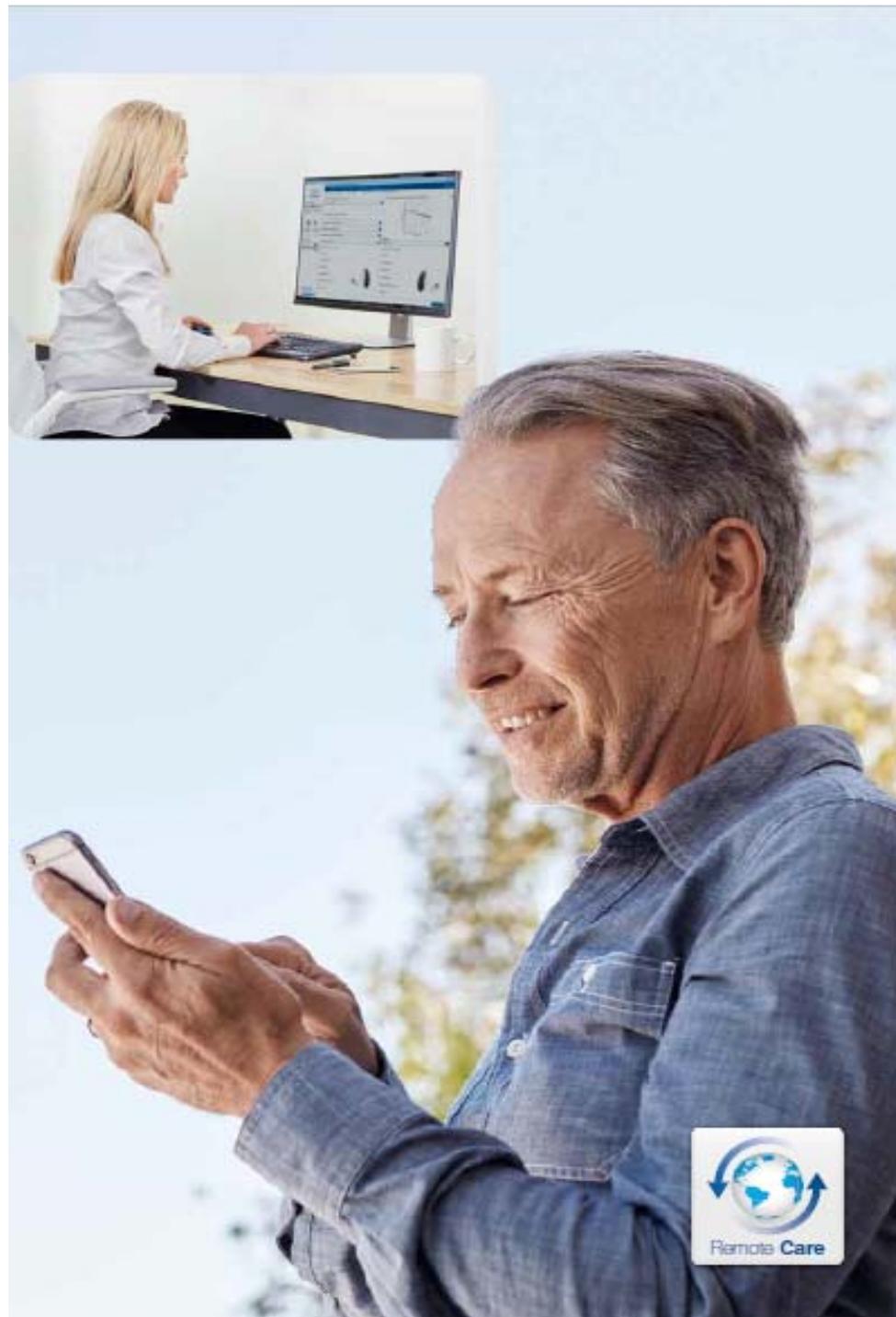
The most comprehensive solution

- Beltone Remote Care adds an extra level of support that you can't provide with any other hearing aid. It takes the concept of complete care to the next level and adds a unique opportunity for you to provide your patients with the latest in personalized service.

- When your patients need support, it's important that you're not limited to only a few fitting software options to help them. Beltone Remote Care puts the full power of Solus Max at your fingertips to give them the help they need, so they get the most out of their Beltone hearing aids.

- Beltone Remote Care gives you the maximum flexibility to care for your patients – without disrupting your daily workflow. Notifications simply appear on your desktop taskbar and messages from patients appear directly in Beltone Solus Max for you to respond to when it fits both yours and your patients' schedules.

Beltone Remote Care step-by-step

Patient experiences problem with sound quality	Patient asks for help through app		Patient receives notification on smartphone	Patient downloads and installs new settings	Patient enjoys enhanced sound quality in real world situations
1	**2**		**6**	**7**	**8**
	HCP receives service request in Solus Max	HCP makes adjustments	HCP uploads new settings with a personal message		
	3	**4**	**5**		