



Hearing care at your convenience with ReSound Assist



The majority of hearing care professionals who have experience with ReSound Assist have confirmed that it helps them to provide better patient care in a more convenient way for both themselves and users. In a survey conducted by ReSound, 81% of hearing care professionals agreed that ReSound Assist reduces the number of in-office appointments.

One example of this is the case of George, a 17-year-old who has been wearing hearing aids since age 2. George and his family live in a suburb of Anchorage, Alaska – a 45-minute drive from his hearing care professional. Recently, George was fitted with ReSound LINX 3D™ hearing aids with custom earmolds. Like many teenagers, George is an avid smartphone user and currently owns an iPhone® 7. At his fitting, his hearing care professional introduced him to the ReSound Smart 3D app. George installed it and connected to his new hearing aids while still in the office. He and his mother were also interested in learning about the possibility of post-fitting adjustments being performed remotely with ReSound Assist and consented to this service.

On the drive home from his fitting, George spent some time exploring the ReSound Smart 3D app and was excited about the many possibilities for adjustments that he could do himself, even saving his settings for listening in particular situations. Then he decided to take one of his hearing aids out and familiarize himself with how the battery compartment worked and how the receiver and earmold fit together. As he put the hearing aid back on, George realized that start-up beeps were activated. “Oh no,” he complained to his mother, “I hate it when hearing aids beep when you put them on and then you have to wait for them to stop before you get the sound. I want

them turned off.” Wanting to avoid having to take another afternoon off work to take George in to have the beeps disabled, his mother immediately pulled off the road and called the hearing care professional and asked if they could return to have this done.

The hearing care professional laughed, “if George has his phone we can do this right now because I’m in front of my computer. Have him open the app and send me a request.” George easily found the place in the app to make a request for service, filled out the short questionnaire and sent it to his hearing care professional, who quickly received a notification. The hearing care professional was able to make the adjustment to remove the SmartStart feature in ReSound Smart Fit software, and send the change via the secure cloud connection to George. Within minutes, he had received and downloaded the new setting to his hearing aids. This saved both George and his mother the time and inconvenience of returning to the office, as well as valuable clinic time for accommodating another visit.

This case exemplifies a number of benefits that hearing care professionals familiar with ReSound Assist have specifically named, including:

- Fitting adjustments are possible at any time with full functionality.
- Supporting patients at a distance when they face an issue, so that they do not have to wait for an additional appointment.
- ReSound Assist is simple to use from both the hearing care professional’s and the patient’s perspective.