



Hearing care at your convenience with ReSound Assist



Engaged health care recipients are proactive and tend to attain better outcomes than those who are less engaged in their care.¹ An overlooked opportunity for greater engagement is the adjustment and programming of the patient's hearing aids. In fact, a survey of 100 patients revealed that 90% of hearing aid users would prefer to be more actively involved in the hearing aid fitting process.² The case of Marie illustrates how ReSound Assist can serve as a learning tool to promote better engagement.

Sixty-five year-old Marie has worn hearing aids for nearly 20 years and although she has strong preferences about how her hearing aids sound, she doesn't find it easy to articulate those preferences. Typically, she would return multiple times for fine-tuning appointments after being fit with new hearing aids. When Marie was fit with ReSound LiNX 3D™ hearing aids, her hearing care professional had an idea about how to involve Marie directly in getting her settings just right while at the same time teaching her about the capabilities of her new hearing aids. Since Marie is a smartphone user, her hearing care professional asked her to install the ReSound Smart 3D app before coming to her fitting appointment. Then, after the initial fitting was complete, Marie was asked to open the app and was led the process of connecting her hearing aids to the app. The next step was to have her set the volume on her hearing aids to the lowest level and increase it to a level that she liked. She was also encouraged to use the bass, middle and treble controls so that the sound was to her liking. Then the hearing care professional sent Marie outside the fitting room to listen in another setting and make any further adjustments.

When Marie returned a few minutes later, she discussed with her hearing care professional what adjustments

she had made and confirmed that she liked the sound. "Does this mean I'll have to do this every time I put on my hearing aids?" Marie asked. She was a little concerned that her new hearing aids might be more work than she bargained for. "Not at all. Let me show you how we can reset your hearing aids the way you like them best, and how we can even do it without you having to come in for an appointment," the hearing care professional replied as she walked Marie through making and sending a fine-tuning request, then showed her how the request popped up on her computer. The hearing care professional opened the request, applied Marie's changes to her fitting and sent a fine-tuning package back to Marie, who quickly saw the notification appear on her phone. Within minutes, Marie was able to download the new settings to her hearing aids with the ReSound Smart 3D app. During the period in between the initial fit and her follow-up appointment, Marie made one request for fine-tuning on her own and was easily able to apply the changes.

Marie's case demonstrates a number of significant benefits of using the ReSound Smart 3D app and ReSound Assist in connection with a new fitting:

- Marie found her direct involvement in the fitting and determining her own settings to be engaging.
- Marie learned about the capabilities of her new hearing aids, the ReSound Smart 3D app and ReSound Assist in the most effective way – by doing.
- Marie was able to use ReSound Assist to save the inconvenience of an extra appointment for an additional fine-tuning.

1. Hibbard JH, Greene J. (2013). What the evidence shows about patient activation: Better health outcomes and care experiences; fewer data on costs. *Health Affairs*, 32(2):207-214.
2. Schweitzer C, Mortz M, Vaughan N. (1999). Perhaps not by prescription—but by perception. *High Perform Hear Solutions* 3:58-62.