

Connected hearing care – your future as an audiologist in an online world!

Masterclass Facilitators:

- Prof Deborah V. Ferrari, University of São Paulo, Brazil
- Jenny Smith, Consultant, Jenny Smith Audiological Consultancy

CPD Points: 3 Points (Category 2)

Overview:

Ever thought you would like to increase and diversify your connection with your clients and go beyond traditional face-to-face clinical services?

Connectivity is everywhere. It shapes everyone's daily life, including their healthcare experiences. Audiologists talk with their clients everyday about the benefits of wireless technologies in hearing devices, from the basic synchronisation of volume through audio streaming, to the new advances made possible with artificial intelligence and machine learning. Why then are we reluctant to embrace the opportunity to enhance our service delivery model using connectivity to facilitate engagement, accessibility and adherence while meeting the demands of the online world?

This masterclass will explore every element of the connected hearing care journey: from prevention, through amplification modifications with remote software applications; to basic trouble shooting like wax management or device insertion and ongoing rehabilitation services to improve communication. It will address key questions about enhancing your practice using the myriad of connected healthcare methods in a cost-effective and commercially-viable way.

It will provide an opportunity for participants to have a hands-on experience of remote fitting and fine-tuning applications across a range of different software packages provided by a range of manufacturers. It will also address the basics of scheduling and appointments; move through to setting up NOAH files and record keeping systems; onto fitting, fine-tuning and verification of devices with a remote care service package; and finally review this application for HSP claiming.

Learning Objectives:

- Develop a holistic and global perspective of the principles underlining successful implementation of connected hearing healthcare
- Learn the key elements and skills required to embed connected hearing healthcare into daily clinical practice
- Explore the tools available to support new modes of connecting with clients and their families across the auditory journey
- Understand how to make your business a successful and viable connected hearing healthcare service, meeting the standards of today's best practice