# Scheduling decision tree

## Remote Support or in-person appointment

As more clients request Remote Support sessions, consider items 1, 2, and 3 for appropriate appointment scheduling\*



Reason for the visit



- Ear discomfort
- Fluctuating hearing
- Suspected fit issues
- Hearing aid not turning on/charging
- Annual audiometric testing, otoscopy
- Suspected change in hearing/tinnitus/vertigo
- Hearing aid not connecting to myPhonak or myPhonak Junior app
- Feedback/whistling when wearing hearing aids



#### Stop. Schedule in-person appointment

Mr. Jones, let's get an in-person appointment scheduled for you now!



- Follow-up/general questions
- Reset a trial hearing aid
- Minor fine tuning

- Adding additional programs
- Changing multifunction button behavior, etc.



#### Remote Support session possible. Continue to #2.

Mr. Jones, would you be interested in a Remote Support video appointment?



client needs



- Preference for in-person visit
- Difficulty communicating over a video session



#### Stop. Schedule in-person appointment

Mr. Jones, it sounds like an in-person appointment is what you need. Let's get that scheduled right now.



- Preference for Remote Support
- Unable to come in for in-person appointment
- Minimal issues with handling of hearing aids
- Comfortable with or willing to use technology
- Ability to troubleshoot or has a support person to help



### Remote Support session possible. Continue to #3.

Mr. Jones, I am glad that a Remote Support video appointment is convenient for you! Let's just make sure we have the technology to do this.

Remote Support sessions complement in-person service delivery! They can be straightforward and similar to an in-person visit even with the use of technology.

Encourage family attendance for both types of visits!





- Phonak hearing aids without wireless direct connectivity
- Inadequate Wi-Fi
- Non-compatible phone
- No myPhonak or myPhonak Junior app



#### Schedule in-person appointment

Mr. Jones, we need to do an in-person appointment this time, but thank you for your interest in Remote Support. Your HCP can tell you more about it at your appointment!



- Phonak hearing aids with wireless direct connectivity
- Adequate Wi-Fi
- Apple<sup>®1</sup> or Android<sup>™2</sup> smartphone, supporting Bluetooth<sup>®3</sup> 4.2, iOS 12.0 or Android 7.0
- Downloaded myPhonak or myPhonak Junior app



### Schedule a Remote Support appointment

Mr. Jones, would you be available for a Remote Support video appointment on \_\_\_\_\_?

<sup>\*</sup> Be sure to inform your staff of individual clinical preferences and office protocol which may pre-determine appropriateness of the type of appointment scheduled.



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