



More convenience - case story

More hearing care - wherever you are



The majority of Hearing Care Professionals HCPs 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 HCPs 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 – an approximately 45-minute drive from his audiologist. Recently, George was fit with ReSound LiNX 3D 62 RIE hearing aids with custom earmolds. Like many teenagers, George is an avid smartphone user and currently owns an iPhone 7. At his fitting, his HCP introduced him to the ReSound Smart 3D app, and George installed it and connected to his new hearing aids while still in the office. He and his mother were also interested to learn about the possibility of post-fitting adjustments being performed remotely with ReSound Assist, and consented to this service as well.

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 on this particular model worked and how the receiver and earmold went together. As he put the hearing aid back on, he realized that there were start-up beeps activated. “Oh no,” he complained to his mother, “I hate 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 HCP and asked if they could return to have this done.

The HCP laughed, “I knew he didn’t like those beeps and forgot about it. But no need to come back! 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 spot in the app to make a request for service, filled out the short questionnaire and sent it to the HCP, who quickly received a notification. She 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 to accommodate an extra visit.

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

- Fitting adjustments are possible at any time with full functionality
- Helps the user at a distance when they face an issue, they do not have to wait for an appointment
- Simple to use from both the HCP’s and the user’s side



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