



More hearing care - wherever you are



Hearing aids are proven to improve quality of life for users. Nevertheless, it can be challenging for those new to amplification to get used to wearing hearing aids. The more obstacles we can eliminate in the path to becoming a regular hearing aid wearer, the better the chances are that an individual will become a successful user. One obstacle is simply getting the sound right, and ReSound Assist provides a tool that can facilitate this process. In a survey conducted by ReSound, 94% of Hearing Care Practitioners (HCPs) who were familiar with ReSound Assist agreed that it enables them to provide the best fit within a shorter period*. The role of ReSound Assist in easing the adaptation process is illustrated by Elaine.

Elaine has a busy lifestyle running a large family farm with her husband and their three adult children. She is 62 years old and has had impaired hearing since being diagnosed with otosclerosis at the age of 38. Although surgery improved her hearing initially, today she has a mixed, moderately severe loss. She tried wearing in-the-ear hearing aids about 10 years ago but they ended up in the drawer. Elaine recalls that she had returned to her HCP multiple times to address issues with whistling, poor sound quality, and wind noise when outdoors. She even had the hearing aids remade but ultimately she gave up on them. Complaints from her family about her hearing and an incident with a goat “sneaking up on her” from behind motivated her to try again. Her HCP fit her with ReSound LiNX 3D Mic-in-Helix (MIH) style wireless hearing aids. Due to the style, Elaine was delighted that she had no issues with feedback or wind noise. However, like many new users, she did find it difficult to adjust to the many new sounds she was hearing.

Elaine’s HCP instructed her in using the ReSound Smart 3D app to adjust the sound to her liking, and activated ReSound Assist. During the first month with her new

hearing aids, Elaine sent three requests via ReSound Assist. Two of them resulted in her HCP sending her fine-tuned settings with adjustments to the frequency response, which Elaine was easily able to save to her hearing aids. After she had made the second request and uploaded the changes to her hearing aids, she quickly realized that she had liked the previous settings best. In a panic, Elaine sent a third request to her HCP asking to “undo” the changes. Rather than sending her yet another fine-tuning package, her HCP sent her a response explaining that she could simply restore the previous settings herself in the app. At her follow-up appointment, Elaine expressed a high level of satisfaction with having access to highly personalized changes and advice without extra appointments. This was extremely important to Elaine’s success since going to an appointment is quite a disruption in her daily life.

Elaine’s use of ReSound Assist benefitted her in several important ways:

- Elaine had greater access to her HCP without having to make extra visits. She felt that more support was available to her than she had experienced with her previous trial of hearing aids.
- Being able to quickly try out new settings without having to wait for a scheduled appointment helped Elaine adjust to and learn more quickly about her new hearing aids.
- ReSound Assist provided a convenient means for Elaine to learn about a feature she had available in the app that she had forgotten about from the instruction she received at the fitting.

