

Quality care, from anywhere

Getting started with
Remote Check



Welcome

Welcome to Remote Check – the new way to receive care from your clinician in the convenience of your own home.

Together with your clinician, Cochlear is proud to offer you this convenient, app-based service. With Remote Check, you can have your (or your child's) routine check-up done remotely, potentially saving yourself the time and cost of travelling to a clinic when your hearing is progressing well.

To help you get started, this booklet explains how to set up Remote Check on your compatible Apple or Android device*, how to complete the Remote Check activities and what happens after your clinician assesses your results.



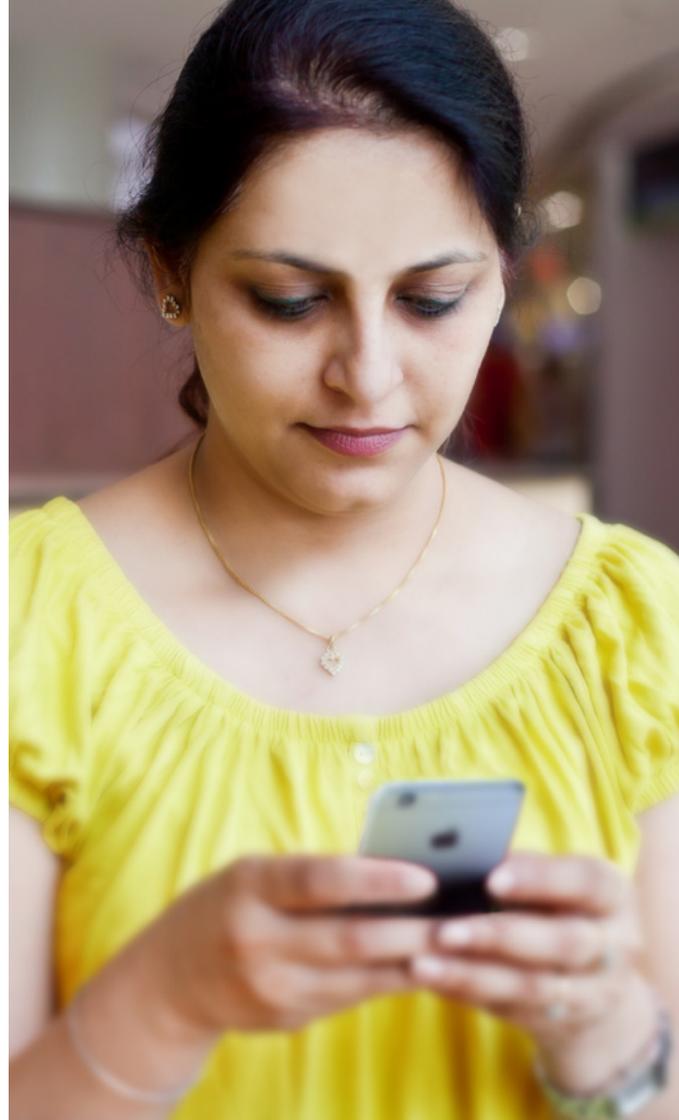
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Before you start

To use Remote Check, make sure you have:

- ✓ A Nucleus® 7 or Kanso® 2 Sound Processor.
- ✓ Access to a compatible Apple or Android device*.
- ✓ Downloaded the Nucleus Smart App. To find the app, open the App Store or Google Play on your phone, search for Nucleus Smart, then tap 'Get'.
- ✓ Paired your sound processor/s to the Nucleus Smart App and enabled the datasync function.
- ✓ Created a Cochlear Account. If you don't have a Cochlear Account, your clinician can send an account invitation to your email address. This is the easiest way to create an account. Otherwise, you can create an account on the Nucleus Smart App or at myCochlear.com. You will need a valid email address to do so.



The bigger picture

Before we take you through the activities you'll be doing on your phone, here is an outline of the Remote Check process from beginning to end.

- 1 Download the Nucleus Smart App on your compatible Apple or Android device*.
- 2 Your clinician will activate the Remote Check feature of the app so you can access it.
- 3 At a time that is convenient for you, complete the Remote Check activities your clinician has recommended for you.
- 4 Your results will be sent securely to your clinician for assessment.
- 5 If your clinician decides you don't need to attend a face-to-face appointment, you've saved yourself time.
- 6 If you do need a face-to-face appointment, you can contact your clinician to ensure you receive the care you need.

Remote Check activities

The complete suite of Remote Check activities is designed to be easy to follow and can be completed in as little as 15 minutes.¹

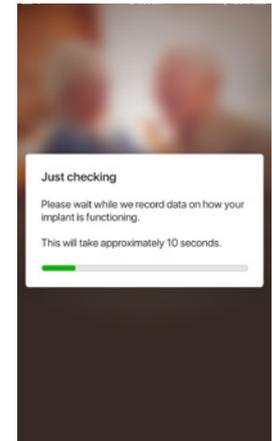
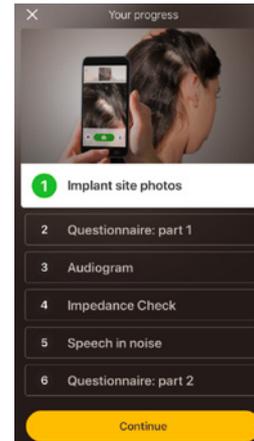
The list of activities in your Remote Check may be different from this list. Your clinician will personalise the activities according to your specific needs.

While you are performing the activities, the app will collect some data on how your sound processor is performing and send the results to your clinician.

Tips

Before you start, find a quiet time and place so you can focus on the activities without being disturbed. The app will guide you through each step.

Whilst completing the Remote Check activities, use the MAP and processor settings you use on a daily basis.



Activity 1. Implant site photos

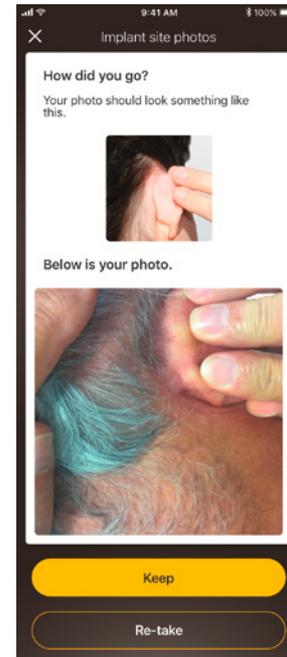
This Remote Check activity involves taking a series of photos around your implant site – that’s where your coil or Kanso 2 attaches to the magnet. You can take the photos yourself or ask someone to help you.

The app will guide you through this activity, making sure you know how the photos should look.

You can also re-take each photo as many times as you like until you’re happy with it.

Tips

- You might find it easier to ask someone to help you take the photos.
- To take these photos, the Nucleus Smart App will need to access your phone camera. Simply follow the instructions when the app prompts you.
- If you wear two sound processors, you will need to take photos of both sides. The app will guide you through this process, one side at a time.



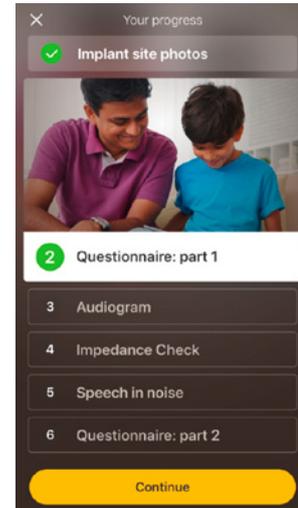
Activity 2. Questionnaire: part 1

Remote Check uses a questionnaire to gather information about your general health, the sound quality of your processor, and your recent listening activity.

The questionnaire is split into two parts, so you'll see two activities called 'Questionnaire'.

Tips

- Some questions are simply Yes/No, some are multiple choice, and some require you to answer the question on a scale.
- For scale-based questions, simply slide the arrow along the scale to indicate your answer.
- This questionnaire requires that each question has a response. If you feel a question is not relevant to you, please select a positive response and move on to the next one.

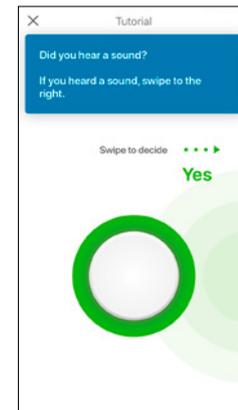
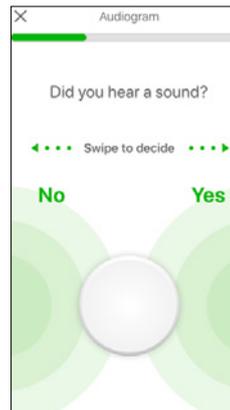
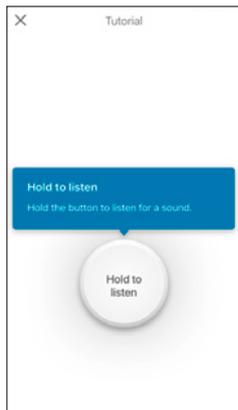


Activity 3. Audiogram

The Remote Check audiogram is a hearing test to help your clinician understand which sounds you can and cannot hear.

The app provides a tutorial to show you how this activity works.

Keep your finger on the button and swipe right/Yes if you hear a sound, and left/No if you don't.



Tips

There will be times when you should hear no sound presented, so swipe left whenever you do not hear a sound.

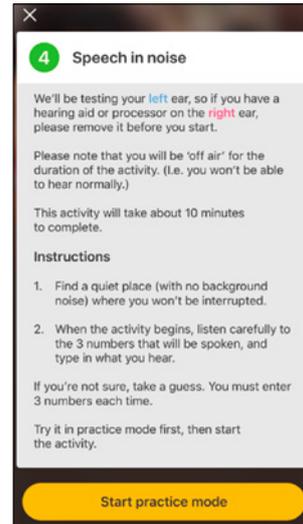
Activity 4. Speech in noise

This activity measures how well you can understand speech in background noise.

Listen carefully to the three numbers that will be spoken, and type the numbers you hear.

Tips

- You'll be able to go through a practice run before the real test starts.
- When you get to the point in the activity when you are not sure of the numbers spoken, take a guess and move on.

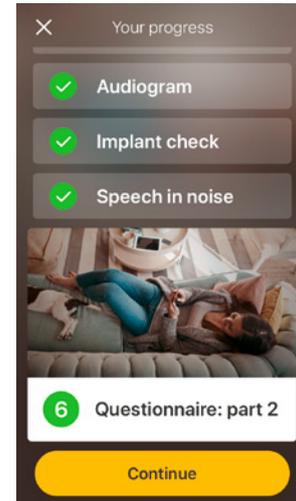


Activity 5. Questionnaire: part 2

This activity is the second part of the questionnaire.

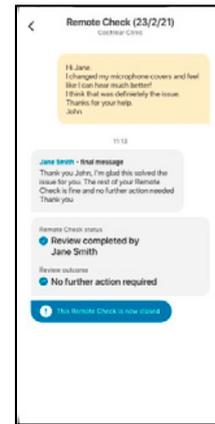
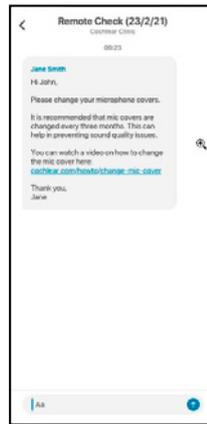
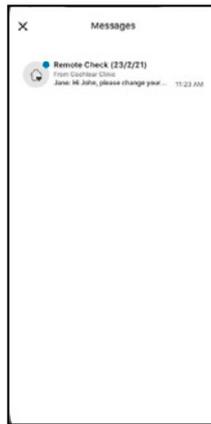
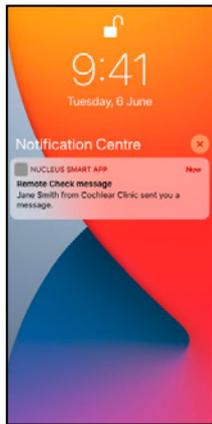
Follow the steps in the app to answer each question as well as you can.

Once you have completed the questionnaire, you have the option to discuss any issues with your clinician via the 'add information' button.



Remote Check messages

After reviewing the Remote Check results, your clinician may send you a message through the Nucleus® Smart App. Even if a clinic visit is not needed, your clinician may want to follow up with some instructions or questions using Remote Check messages.



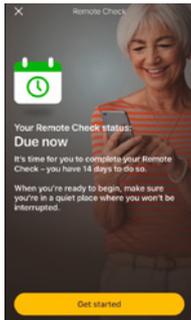
1 If you have notifications turned on for the Nucleus Smart App you will receive an alert that you have a new Remote Check message. The message will also be available in the app by selecting 'Messages' from the menu.

2 You can respond to your clinician by tapping on the text field and typing in your message.

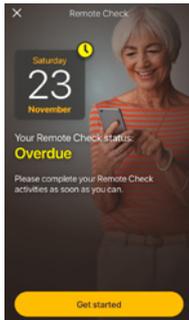
3 Once your clinician completes the Remote Check review, the conversation will close, but you can still view the messages in the app.

Your Remote Check status

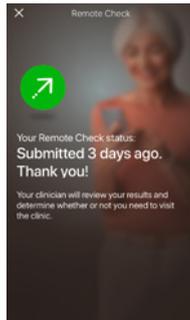
The Remote Check home screen will always provide your status.



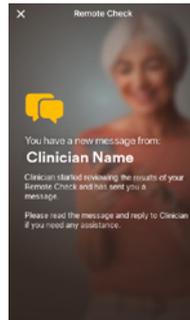
Due in 14 days



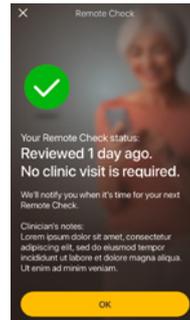
Overdue



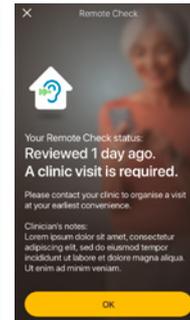
Submitted



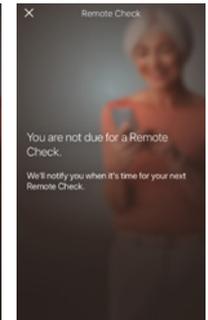
Message waiting



No clinic visit required



Clinic visit required



Not due for a Remote Check

Common questions

1. How do I download the Nucleus Smart App?

Simply tap the App Store or Google Play on your phone, search for Nucleus Smart, then tap 'Get'.

2. Which smartphone model do I need?

A complete list of the Apple and Android devices that are compatible with the Nucleus Smart App and Remote Check are listed here:
www.cochlear.com/compatibility

3. Do I need Wi-Fi?

If you complete the Remote Check activities on an iPod touch, you need to be connected to Wi-Fi. If you're using a compatible smartphone, it needs to be data enabled if you don't have Wi-Fi.

4. What happens when I complete my Remote Check?

Your results are automatically sent from the Nucleus Smart App to Cochlear's secure database. Your clinician can then log into Cochlear's secure web-based portal to access and review your results. Your clinician will get in touch to recommend if any further action is required.

5. Will my information be secure?

Cochlear is committed to protecting the privacy of customer information in accordance with applicable privacy and data protection regulations. As such, we use high-level encryption techniques to ensure the security of your information. Personal information is handled in accordance with our Privacy Policy, which is available at www.cochlear.com/corporate/privacy-current/en

6. How long does it take to complete a Remote Check?

The time required to complete a Remote Check will depend on several factors including your familiarity with using Remote Check, whether you have one or two implants, and how many activities you are required to complete. Many recipients can complete their Remote Check in as little as 15 minutes.¹ Allow extra time when first using Remote Check to become familiar with the different activities.

7. What happens if I am interrupted during one of the Remote Check activities?

Remote Check will always save your progress as you go, so you can take a break if you need to. However when you restart, you may need to repeat some activities depending on where you were when Remote Check was paused.

If you ever have any issues, feel free to contact Cochlear Customer Service. Find your nearest customer service centre at: www.cochlear.com/customer-service.

8. What should I do if my hearing or equipment requires immediate attention?

Please contact your clinician or hearing health professional as soon as possible.

9. Can I see the results of my Remote Check activities after I have completed them?

The Remote Check results are only visible to your clinician. Your clinician can send comments to you using the Nucleus Smart App.

10. Is there a time limit to complete Remote Check?

After receiving notification to complete a Remote Check session, you have 14 days to complete it. You will receive emails and app notifications to remind you to complete Remote Check.

11. Does it make a difference which sound processor program I use?

MAP and processor settings can affect your Remote Check results. You should complete the Remote Check activities using your daily MAP and processor settings especially your usual volume setting.



If you have any further questions about Remote Check, speak to your clinician or contact Cochlear Customer Service. Find your nearest customer service centre here: www.cochlear.com/customer-service

Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to helping people with moderate to profound hearing loss experience a life full of hearing. We have provided more than 600,000 implantable devices, helping people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to innovative future technologies. We collaborate with leading clinical, research and support networks.

That's why more people choose Cochlear than any other hearing implant company.

* For compatibility information visit www.cochlear.com/compatibility.

References

1. Maruthurkkara S, Case S, Rottier R. (2020b submitted). Remote Check for asynchronous monitoring and triage of cochlear implant recipients. Ear & Hearing.

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Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information

The Cochlear Nucleus Smart App is available on App Store and Google Play. The Cochlear Nucleus 7 and Kanso 2 Sound Processors are compatible with Apple and Android devices. For compatibility information visit www.cochlear.com/compatibility

ACE, Advance Off-Stylet, AOS, AutoNRT, Autosensitivity, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Codacs, Contour, Contour Advance, Custom Sound, ESPrit, Freedom, Hear now. And always, Hugfit, Hybrid, Invisible Hearing, Kanso, MET, MicroDrive, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Outcome Focused Fitting, Off-Stylet, Slimline, SmartSound, Softip, SPrint, True Wireless, the elliptical logo, and Whisper are either trademarks or registered trademarks of Cochlear Limited. Ardium, Baha, Baha SoftWear, BCDrive, DermaLock, EveryWear, SoundArc, Vistafix, and WindShield are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB.

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