



Cochlear[®]
Hear now. And always



Quality care, anywhere

**Cochlear™ Remote Care for
Baha® 6 Max Sound Processors**



Remote Care solutions are part of
Cochlear Connected Care

**The care you
need, when
and where you
need it**

Access to the right hearing care at the right time is important. And getting to the clinic can sometimes be a challenge due to location, mobility, or work and family responsibilities.

That's why Cochlear™ Remote Care offers new ways to connect with your clinician when it's convenient for you, without a visit to the clinic. With Remote Care, you can have a video appointment with your clinician from home, at work, or when you're away.

To access Remote Care through a participating clinic, you'll need a Baha® 6 Max Sound Processor, a compatible Apple or Android™ device and the Baha Smart App.*



Remote Care



Cochlear Remote Assist

One of our Remote Care offerings is Remote Assist, which allows you to meet with your clinician via a video appointment.[^]

How Remote Assist works

- 1** Your clinician sets up a video appointment in the same way you'd schedule a clinic appointment. A guide to help you prepare for the session is available in your Baha Smart App.
- 2** When it's time for your appointment, your clinician calls you. The call will come through your Baha Smart App, and you answer the video call as you would any other call.
- 3** During the call, you can consult your clinician and receive support. You can also chat with your clinician using the Remote Assist chat function. If programming changes are needed, your clinician can connect to your sound processor and make adjustments, which will be saved to your sound processor.
- 4** When you're both happy with the outcomes, you or your clinician can end the Remote Assist session by hanging up the call.

[^] Available at participating clinics.

Your clinician might require payment for a Remote Assist session once completed.

The benefits of Cochlear Remote Care

The convenience of care anywhere

Even though you prioritize your hearing health, getting to the clinic is not always easy. And sometimes you may need access to immediate care. That's why Cochlear Remote Care offers simple and convenient ways for your clinician to support you without a clinic visit, so you can access care when and where you need it.

Connect with care when you need it

Consistent access to the right hearing care is important as it can help you maintain better hearing. That's why Cochlear Remote Care solutions help your clinician provide you with the right care at the right time – whether that is a video appointment or a visit to the clinic.

The reassurance of quality care

Cochlear Remote Care solutions have been carefully designed and tested to meet rigorous quality and security standards, so you can confidently access care from your clinician. With Remote Care, your clinician is supported by our extensive programming data and decades of experience as the global leader in implantable hearing.

Innovative and secure care solutions

We understand that expectations and preferences change over time. That's why we use innovative technology to develop new ways of delivering hearing care. Cochlear Remote Care uses the calibrated streaming and advanced connectivity features of our Baha 6 Max Sound Processor, and our advanced app technology, to provide secure access to quality hearing care.



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.

If you have any further questions about Remote Care, speak to your clinician or contact Cochlear Customer Service. Find your nearest customer service center at:

www.cochlear.com/customer-service

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

Remote Assist for Baha is intended for a follow-up adjustment or setup of a replacement or upgrade sound processor for suitable qualified patients based on clinical judgment.

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.

Cochlear Baha 6 Max Sound Processors are compatible with Apple and Android devices. Cochlear Baha Smart Apps are available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

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