

## Supporting your patients during COVID-19



Dear Member,

Remote care is the perfect solution for those patients who are reluctant to leave their homes as well as if you are concerned about seeing patients in your office during the COVID-19 pandemic. Consider enrolling patients in [Phonak Remote Support](#).

Setting your patients up on Remote Support can be done entirely online without any in-person visit required. With Remote Support, you can conduct a real-time, virtual follow-up session with patients in which you have video, audio and real-time programming capabilities.

Looking for more information on how to get started with eSolutions? The following information is now available.

# Overview on Remote Support

Check out these four recorded AudiologyOnline courses to become more familiar with eAudiology. CEUs are available.

- [The Digital Transformation: eAudiology Incorporating Phonak eSolutions](#), presented by Nikolas Klakow, Au.D.
- [Phonak eSolutions Suite; Bringing Technology and Exceptional Service Together](#), presented by Ashley Spisak, Au.D.
- [Telemedicine and the future for Audiology](#), presented by Nicole Klutz, Au.D.
- [Using Phonak eSolutions to Differentiate Yourself in the Digital Revolution](#), presented by Kailen Berry, Au.D.

## Using Phonak eSolutions online training

Contact your Phonak Clinical Trainer for a personalized course on Phonak eSolutions tools. We have had a lot of success training hearing care providers on Remote Support remotely! Let us set up a session for you and your team today.

Or, register to attend one of our regularly scheduled offerings. Registration links will be coming via email on Friday.

### "Using Phonak eSolutions"

- March 26 — 3 p.m. EDT
- April 3 — 12 p.m. EDT
- April 7 — 3 p.m. EDT
- April 15 — 12 p.m. EDT

## Practical nuts and bolts

Ready to get started with Remote Support? Here is your first checklist:

- Laptop/desktop with microphone and camera access
- PhonakPro account with appropriate permissions (contact 866-340-8774 if you are unsure or [use this guide](#))
- Phonak Target 6.1 or higher (see [Target Remote Fitting Guide for information](#))
- Good internet connection – speed test within Target

Support for Remote Support, including easy how-to videos and trouble-shooting tips, can be found by [clicking here](#).

## Sharing Remote Support with your patients

Let your patients know that Remote Support is available through your practice by using the materials found on the [Phonak Marketing Center](#). If you have questions on how to raise awareness about Remote Support with your patients, reach out to Alicia Ross, Senior Manager, Marketing Communications, at [alicia.ross@phonak.com](mailto:alicia.ross@phonak.com).

## What do your peers say about Remote Support

Hear what your colleagues have to say about how Remote Support is working for them:

- [Lauren Aramini, Au.D. and Jeff Lane, Au.D.](#)
- [Christina Massey](#)

## Other resources

Some situations do require an in-person visit. In this case, you want your office to be a safe environment for your patients who often are at high risk for complications associated with COVID-19 infection.

For some tips on how to prepare your practice and staff, you may consider [recommendations published by AAA](#) and [Audiology Resources owner and president, Kim Cavitt](#). The Phonak Audiology Blog has also published some [informative recommendations](#) for staying connected with patients during a difficult time.



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**BBB Rating: A+**  
as of 3/26/2020  
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