

## Signia TeleCare Remote Fine Tuning—Suggested Workflow for VA Audiologists



### Part I: New Patient Set-up and Activation

1. Open the patient's file in Connexx and detect hearing aids.
2. Read out connected instruments to load the first fit settings into the patient's Connexx file.
3. Log into Signia TeleCare via the pull-down menu in Connexx.
4. Activate client.
5. Generate a connection code; select "Continue without mobile number".
6. Write this code on the "Installing Signia App for TeleCare" and mail with hearing aids to patient. If the patient already has their hearing aids, notify them by your preferred secure communication.
7. Save Connexx file.
8. Optional: Tech contacts patient to assist with Signia App set-up for TeleCare. Confirm patient has the current version of the Signia app (v2.2) installed (iPhone update released 4/20/2020; Android update early May 2020).

### Part II: Conducting a Signia Remote Tuning Session

1. Schedule a remote session and ensure patient is ready.
2. Open the patient's file in the Connexx software. Log into TeleCare. Using the TeleCare pulldown menu, select "**Start Remote Session.**"
3. Select **video communication.**
4. Click on "**Connect to hearing instruments.**"
5. When a successful connection is established; click on **minimize view.**
6. Make needed programming adjustments via Connexx.
7. When finished, end the session by clicking on "End Remote Session."
8. Save your session in Connexx.