



Case study: Real world

Hearing care at your convenience with ReSound Assist



One issue with fitting hearing aids is that the patients must try to evaluate the sound in an environment that does not represent their daily lives. The typical hearing care professional's office is a relatively "easy" listening environment with little competing noise. Not only will the patients' everyday environments be more challenging, they may have trouble explaining those environments and how they experience them. Although ReSound Assist is designed as an asynchronous teleaudiology tool that doesn't require the hearing care professional and the user to be online simultaneously, some have used it in a synchronous fashion to reach solutions quickly. The case of Richard illustrates this creative use.

Richard is 71 years old and retired last year from a 40-year career as a tool-and-die maker. He has a severe high frequency hearing loss and was fit with ReSound LiNX 3D™. Richard did not think his hearing was all that bad but experienced great difficulties hearing in group situations. In addition, Richard is an avid bow hunter and had noticed that he did not seem to hear the sounds his companions heard when they were hunting. Post-fitting, Richard reported great improvement in his hearing and satisfaction with this when hunting, but there was one situation where he remained dissatisfied. He met fellow retirees at a local diner for breakfast once a week and he was disappointed in his ability to follow the conversation. Richard's hearing care professional suggested that they make an appointment to be online at the next breakfast. In other words, his hearing care professional promised to be at his computer at the appointed time and Richard agreed to send a request via ReSound Assist that

described his current difficulties. In his request, Richard filled out the questionnaire that helped him precisely describe his experience and added a note describing how he was sitting relative to others at the table. Since his hearing care professional had agreed to be available at that time, he received the request immediately and was able to analyze the current settings of Richard's hearing aids together with his description. One thing that was immediately obvious was that Richard wasn't taking the best advantage of the seating at the diner to maximize the benefit of his hearing aids. Richard's hearing care professional made some adjustments to the frequency response and Environmental Optimizer II settings and sent a fine-tuning package back to Richard along with a suggestion to move to a different seat. Richard was able to immediately download and try out the new settings as well as to try out the advice on how to place himself relative to those he was talking to. The combination of the settings and advice on maximizing the potential of the hearing aids while in the situation was invaluable to Richard. At his next appointment, Richard told his hearing care professional that the experience was "like having you along in my pocket."

For Richard, using ReSound Assist:

- Allowed him to try out fine-tuned settings in real-time in the environment where he had difficulty.
- Helped his hearing care professional to counsel him on how he can further improve his hearing experience apart from adjusting hearing aid settings.

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