

Remote Adjust counselling guide



With Remote Adjust, you can make fine-tuning adjustments and deliver professional care that's convenient for you and your clients, no matter where they are.

Why use Remote Adjust?

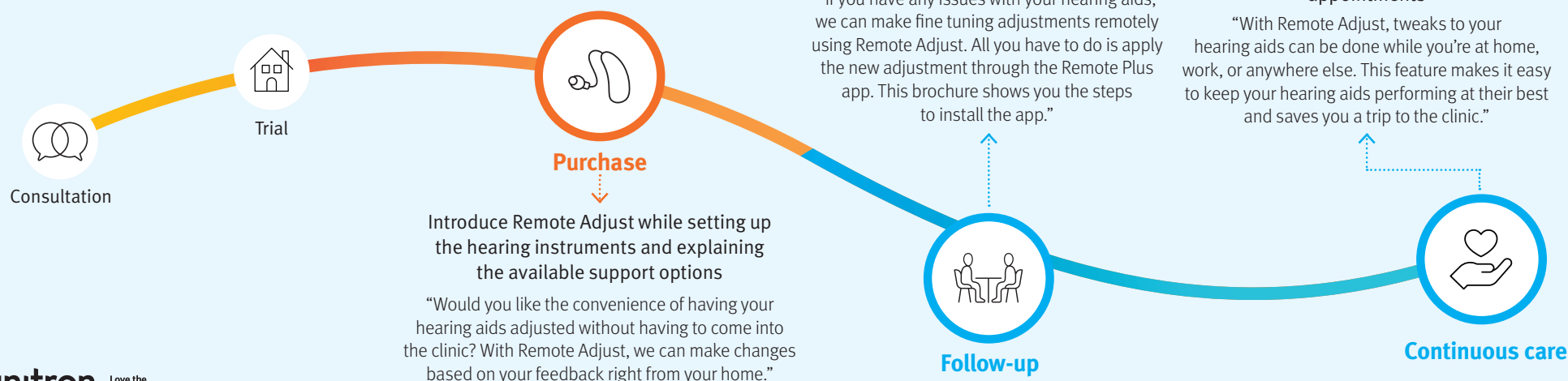
- ✓ **Convenience for clients:**
Clients can receive fine-tuning adjustments to their hearing instruments without needing to visit the clinic
- ✓ **Enhanced responsiveness:**
Ensures clients get timely care if they encounter any issues, without needing to wait for their next appointment
- ✓ **Reduced follow-ups:**
Reduces the number of in-person appointments, freeing up your schedule for more essential visits
- ✓ **Client satisfaction:**
Allows you to offer a seamless and flexible service, enhancing their overall experience no matter where clients are

Which clients are Remote Adjust candidates?

- Clients with mobility issues:**
 Those who find it challenging to visit the clinic due to physical limitations or distance
- Clients with smartphones:**
 Those comfortable using smartphone apps
- Clients who are busy:**
 Those with hectic schedules who prefer remote services for convenience
- Clients with frequent adjustment needs:**
 Those who require regular fine-tuning of their hearing instruments
- Clients who are new wearers:**
 Those who are new to hearing instruments and may require more fine-tuning

Discussing Remote Adjust with your clients

Highlight Remote Adjust as a convenient option throughout the hearing journey to ensure clients are aware of all their support avenues. Here's when and how to discuss Remote Adjust:



Responding to questions from clients

“How does Remote Adjust work?”

“Remote Adjust allows me to make fine-tuning adjustments to your hearing aids remotely. I make the changes in my software, and then you receive a notification through the Remote Plus app to apply the adjustment at your convenience.”

“What if I prefer the previous settings?”

“Remote Adjust gives you the ability to revert to previous settings if the new adjustments aren’t quite right. This way, you can feel confident that any changes can be easily undone if needed.”

“Do I need an internet connection to use Remote Adjust?”

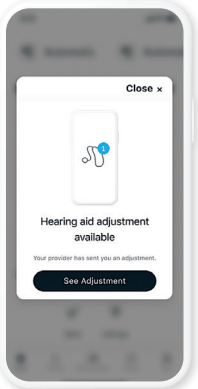
“Yes, you will need an internet connection through Wi-Fi or your cellular network to send and receive the adjustments via the Remote Plus app. This allows us to make the necessary changes to your hearing aids.”

“What if the adjustment doesn’t solve my problem?”

“If the remote adjustment doesn’t fully resolve your issue, we can schedule a follow-up appointment to further fine-tune your hearing aids. Remote Adjust helps us quickly address your needs, but in-person visits are always an option if necessary.”

A real world example

John has limited mobility and struggles to visit the clinic for adjustments to his hearing aids. When he experiences difficulty hearing his TV and family conversations, he contacts his hearing care professional, who uses the Unitron TrueFit™ fitting software to start a Remote Adjust session. John receives a notification on his smartphone and applies the adjustments comfortably from home. This allows John to benefit from an optimised hearing experience without the physical strain of visiting the clinic.



Supporting resources

For you:
Remote Adjust quick start guide

For your clients:
Remote Plus app consumer brochure



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028-6858-48/V1.00/2024-08/jb



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