

Success Check counselling guide



Success Check allows you to view your client's usage data, Log It All coverage, Ratings and more. This feature also allows you to be alerted to successes or barriers, without needing to connect hearing instruments to Unitron TrueFit™ fitting software.

Why use Success Check?

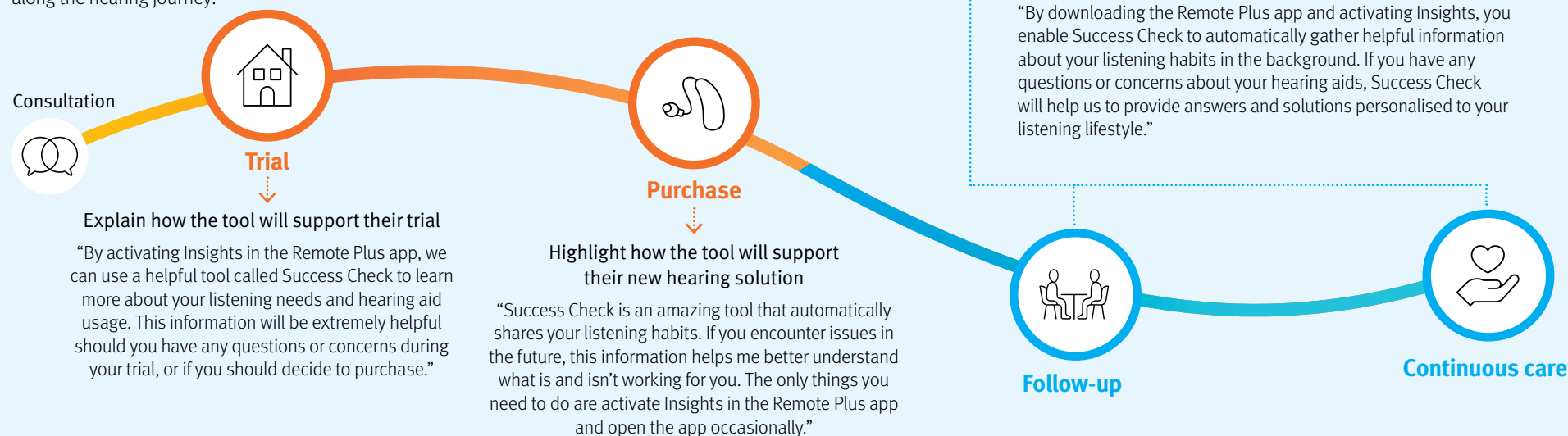
- ✓ **Proactive client monitoring:**
Stay informed about your clients' hearing journeys to better prepare for follow-up appointments and respond to their concerns
- ✓ **Automated notifications:**
Receive optional email alerts for issues such as low wearing time or low satisfaction scores to ensure timely intervention
- ✓ **Personalised client support:**
Gain insights into your client's needs between appointments, helping you to provide ongoing support
- ✓ **Peace of mind:**
Clients feel reassured knowing that their hearing care professional is aware of their progress and satisfaction

Success Check benefits all types of clients

- 1 First-time wearers:**
Those who require counselling and support during their initial period with hearing instruments
- 2 Clients who prefer virtual care:**
Those who prefer remote appointments due to distance, mobility challenges or busy schedules
- 3 Clients with complex needs:**
Those who may require more frequent adjustments and support
- 4 Clients experiencing issues:**
Those who have reported problems or dissatisfaction with their current hearing instruments

Discussing Success Check with your clients

If your client would find value in learning about Success Check, here's when and how to discuss its benefits along the hearing journey:



Responding to questions from clients

“How will Success Check help me?”



“Success Check gives us remote visibility into your hearing aid usage and satisfaction, allowing us to provide proactive support and quickly address any issues you may encounter.”



“Will I need to do anything special to enable Success Check?”



“Simply download the Remote Plus app and enable Insights. The Remote Plus brochure can also walk you through the steps, or I’m happy to set it up with you right now.”



“What kind of data will you see?”



“We’ll see information such as your hearing aid usage time, listening environments, satisfaction ratings. This helps us tailor our support to your needs.”



“I don’t like the idea of someone ‘listening to me’.”



“Success Check only collects Insights data and does not listen to conversations. Unitron hearing instruments are not capable of recording environmental sound or speech. We take privacy very seriously and want to make sure you feel comfortable too.”



A real world example

A client expresses concern about the battery life of their hearing instruments. Upon reviewing the client’s Success Check usage data, their hearing healthcare professional discovers that the client spends approximately 35% of their time streaming media. With this insight, further troubleshooting is avoided, immediately explaining the client’s battery usage and opening a conversation about a technology upgrade to better suit their listening lifestyle.



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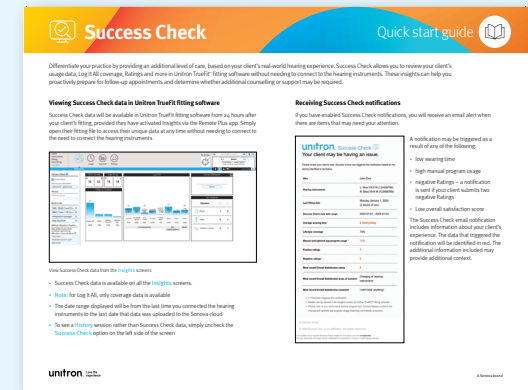
Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to **Love the experience.**™

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Supporting resources

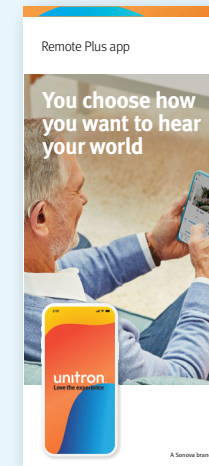
For you:

Success Check quick start guide



For our clients:

Remote Plus app consumer brochure



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