

Ratings counselling guide

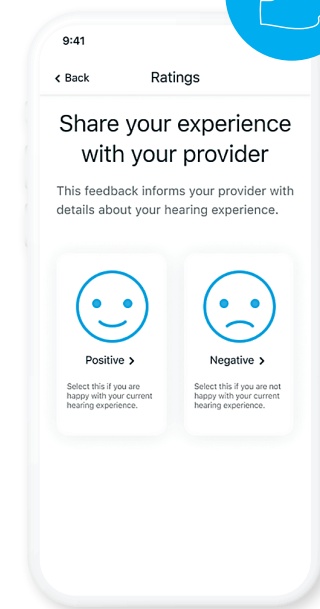
With Ratings, your clients can provide in-the-moment feedback through the Remote Plus app, while capturing hearing instrument settings to help make your counselling more efficient and personalised.

Why use Ratings?

- ✓ **Real-time feedback:**
Clients can provide immediate feedback on their listening experiences, leading to more accurate and timely adjustments
- ✓ **Personalised solutions:**
Utilise the collected data to tailor hearing solutions or tuning to individual client needs
- ✓ **Clinic efficiency:**
Reduce the number of follow-up visits by addressing issues as they arise when you receive client Ratings
- ✓ **Client engagement:**
Keep clients actively involved in their hearing care, fostering a collaborative relationship

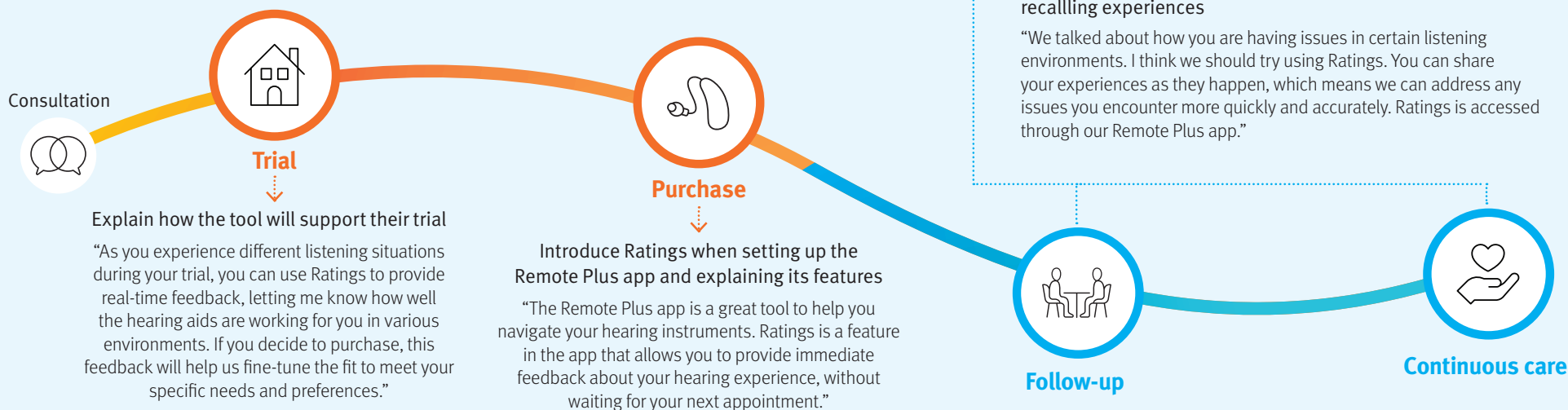
Ratings benefits all types of clients

- Smartphone users:**
Those comfortable using smartphone apps will find Ratings easy to use and quickly experience its benefits
- Clients struggling with recall:**
Clients who struggle to remember their hearing experiences at follow-up appointments will find Ratings especially helpful
- Proactive clients:**
Clients who want to take an active role in their hearing care will feel empowered and appreciate receiving timely support and adjustments



Discussing Ratings with your clients

Client feedback from Ratings can support your counselling throughout the entire hearing journey. Here's when and how to discuss its benefits:



Responding to questions from clients

“How often can I use the Ratings feature?”



I recommend using the Ratings feature whenever you encounter a listening situation you want to note. This could be when your experience is less than optimal, when you hear an improvement you'd like to incorporate into future adjustments, or even when you have something you're excited to share with us!



“Do I need to be connected to the internet to use Ratings?”



“Yes, an internet connection is needed through Wi-Fi or your cellular network to upload your feedback to the cloud. This allows us to analyse the data and provide you with tailored suggestions.”



“Will using Ratings affect my hearing instruments in any way?”



“No, using Ratings will not affect the performance of your hearing instruments. It simply helps us gather information to make better adjustments for you.”



“What if I don't understand the suggestions provided by the app?”



“If you find any of the suggestions confusing, you can always reach out to me for clarification. The app's recommendations are designed to be straightforward, but I'm here to help you understand and implement any changes needed.”



A real world example

A new hearing aid user finds their devices work well at home but struggles with clarity while having conversations in a car. Using the Remote Plus app, they rate their hearing experience in these situations, noting specific issues like road and engine noise. Their hearing care professional reviews this feedback in the Unitron TrueFit™ fitting software, which shows the environments and settings at the time of the ratings. With this information, the HCP makes targeted adjustments to improve clarity in a car environment.



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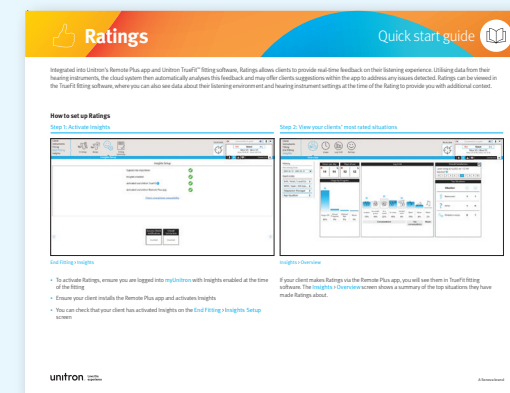
Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to **Love the experience.**™

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028-6859-48/V1.00/2024-08/Jb

Supporting resources

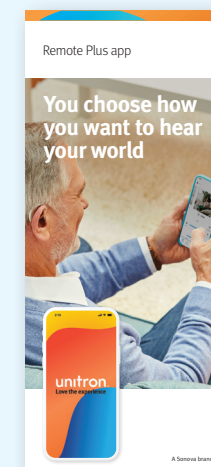
For you:

Ratings quick start guide



For your clients:

Remote Plus app consumer brochure



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