

# Coach counselling guide



Coach helps your clients integrate hearing instruments into their lives with personalised, timely and helpful tips, reminders and advice.

## Why use Coach?

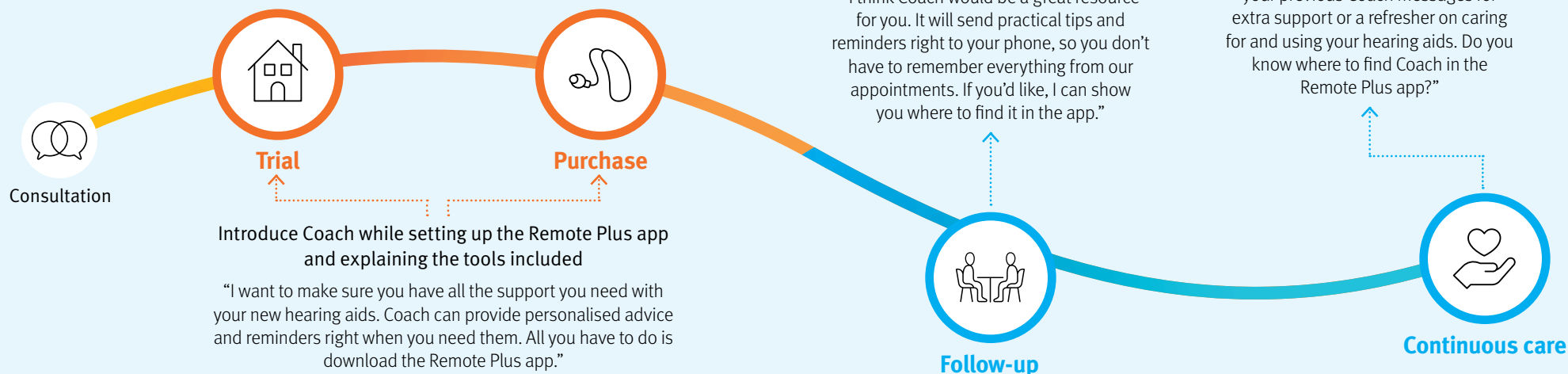
- ✓ **Enhanced support:**  
Coach automatically provides clients with clear, easy-to-understand guidance to help them transition confidently to their new hearing instruments
- ✓ **Reduced follow-ups:**  
By providing convenient instructions, tips and advice beyond the clinic, Coach may lessen the need for follow-up calls and visits
- ✓ **Improved client experience:**  
Clients receive continuous support, making their experience with hearing instruments smoother and more enjoyable
- ✓ **Efficient appointments:**  
With Coach handling reminders for new wearers, you can focus on the other aspects of the client's hearing care during appointments

## Which clients are Coach candidates?

- 1 New wearers:**  
Ideal for clients who are new to using hearing instruments and need ongoing support and reminders
- 2 Clients who need extra guidance:**  
Those who benefit from step-by-step instructions and regular tips to manage their hearing instruments effectively
- 3 Tech-savvy clients:**  
Individuals comfortable using smartphone apps will find the Remote Plus app and Coach notifications convenient
- 4 Clients seeking independence:**  
Clients who prefer managing their hearing instruments independently with minimal in-clinic visits

## Discussing Coach with your clients

Educate your clients about the easy support options available through Coach to assist them at every stage of their hearing journey—whether they're adjusting to their new hearing instruments or continuing to learn how to best use and care for them over time. Here's when and how to discuss Coach:



## Responding to questions from clients

**“What kind of tips and reminders will I receive?”**



“There are dozens of different tips and reminders that can be sent to your phone. You'll receive personalised advice on using and maintaining your hearing aids, reminders about battery changes, and encouragement to help you adjust.”



**“Can I use Coach without notifications?”**



“Coach notifications can be turned off in the Remote Plus app by navigating to ‘More’ and selecting ‘Notification Center.’ You will still have access to all your Coach messages in the Support section of the app.”



**“What if I miss a notification?”**



“Don't worry if you miss a notification. You can always review past tips and reminders in the Remote Plus app at your convenience.”



**“How often will I get notifications from Coach?”**



“Coach notifications are sent based on your usage and needs. You'll receive them at appropriate times to help you manage your hearing aids effectively.”



**“Will these notifications use a lot of my phone's data?”**



“No, the notifications are designed to be minimal and should not use a significant amount of your phone's data. They are sent to ensure you get timely support without impacting your data usage.”



**“Is my personal information safe with Coach?”**



“Absolutely, your privacy and data security are our top priorities. All information used by Coach is securely stored and used solely to enhance your hearing care experience.”



## Supporting resources

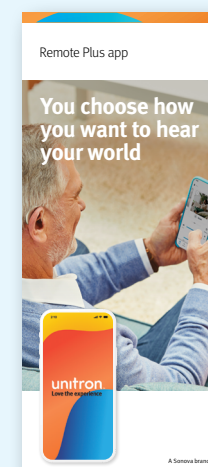
**For you:**

**Coach quick start guide**



**For your clients:**

**Remote Plus app consumer brochure**



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