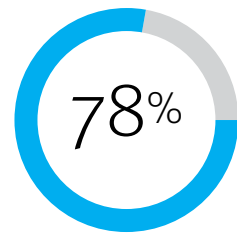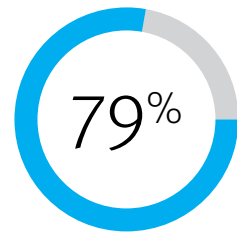## What is Log It All?

Log It All uses data and easy-to-understand visuals to show a breakdown of your client's listening environments, and outlines how well each technology level will support their individual needs.

Why is it helpful?

78%

Reported that it enabled proactive counseling

This highly-rated counseling tool can be used with any Unitron hearing instrument to support and validate your technology recommendations

79%

Reported that they fit higher technology levels

By making recommendations based on data, it's easier to match and explain the performance level needed for a client's unique listening lifestyle

83%
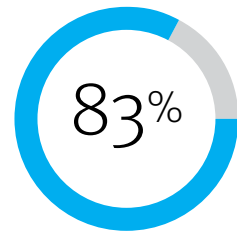
Reported increased confidence when making a technology level recommendation

Using this tool helps to build trust and confidence with clients and takes their personalised hearing care to the next level

FLEX Forward pilot study, 2018

When to use Log It All?

Confirm technology level	Troubleshoot client issues	With FLEX:TRIAL™	With FLEX:UPGRADE™
1 — Client purchases hearing instruments	1 — Client is having issues with their hearing instruments	1 — Client uses FLEX:TRIAL devices for hearing assessment	1 — Client comes in for a routine follow-up appointment
2 — Follow-up appointment a few weeks later	2 — In-clinic appointment to discuss client's experience	2 — In-clinic appointment to review experience	2 — After reviewing Log It All data, you identify the technology level does not provide optimal coverage to match their listening lifestyle
3 — Use Log It All data to confirm if technology level is appropriate	3 — Compare current Log It All data with previous data to understand if there have been any listening lifestyle changes	3 — Show client Log It All data to provide overview of their listening environments	3 — Show client Log It All data, outline listening environments not optimised and discuss importance

Confirm technology level

? Does the technology level match the listening lifestyle?

✓ **YES:**
Validate selection and show visual of coverage to set client expectations

✕ **NO:**
Show current performance, options for improvement and discuss upgrading technology

Troubleshoot client issues

? Has client's listening lifestyle changed?

✓ **YES:**
Discuss change in listening lifestyle, gauge the importance of changes and recommend solutions like manual programs, Remote Plus app, accessories and technology level upgrade

✕ **NO:**
Set proper performance expectations and explore options like accessories, manual programs, etc.

With FLEX:TRIAL™

? Is client purchasing hearing instruments?

✓ **YES:**
Use Log It All to select optimal technology level

✕ **NO:**
Keep client information on record and follow up in 3-6 months

With FLEX:UPGRADE™

? Is client interested in upgrading technology levels?

✓ **YES:**
Use Log It All to select optimal technology level

✕ **NO:**
Keep client information on record and follow up in 3-6 months

! **Log It All can also be used during open house events and when sending clients out with bridge repairs**

Talking points to help guide the conversation

Introducing Log It All data

- "At your last appointment, I mentioned that these hearing aids can analyse the different types of listening environments that you spend time in. I would like to take the next 5-10 minutes to review this with you so we can see how optimised your current technology level is based on your listening lifestyle and needs."

Probing further to understand and match your client's experience to the Log It All data

- "I remember you saying that hearing better during _____ was really important to you. The data shows you spend a considerable amount of time in this listening environment. Were you able to notice a difference in this situation since the last time we spoke?"

- "What impact did the hearing aids have since we last saw each other? That sounds like you were in conversation in __(quiet/noise)__, which you were in ___% of the time. What other activities did you do that would fall in this category?"

Making a technology recommendation/change

- "Based on the data we reviewed together, what technology level do you think is best for your listening lifestyle?"

- "From what the data shows, and from what you've told me is important to you, my recommendation is that technology level ____ would best meet your needs."

- "If you decide to select this technology level, you understand that this won't feature the technology that responds to speech coming from __(behind/the side)__? Are you fine with making that sacrifice? As long as you know what you're getting and what you're missing, I know you're making the right decision for you."

A Sonova brand

Reviewing the data

Step 1
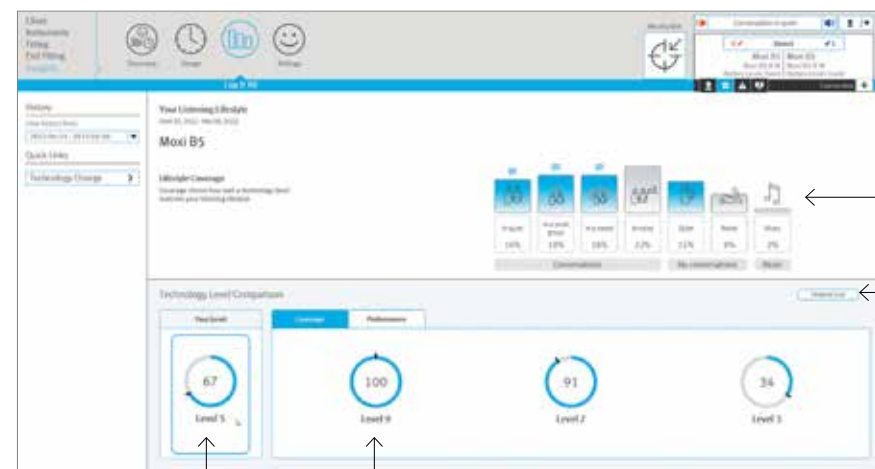
The bars represent how much time a client is spending in each environment. The bars in blue represent environments that are supported for the technology level being viewed.

Tip:
Click Feature List to see a comparison overview between the current technology level and the new technnology level, including what is gained or lost.

The coverage score is the percentage of time spent in environments supported by each technology level.

Step 2

Toggle between high and low complexity to see the speech direction and sound awareness capability, as well as the relevant listening environments and the corresponding microphone mode.

The performance score is derived from:

1. Time spent in high vs. low complexity environments
2. How often speech is coming from different directions when in complex listening situations
3. Features available at each technology level

Did you know?
If the client opts to change their technology level, you can click the Change button to automatically start the technology change process.

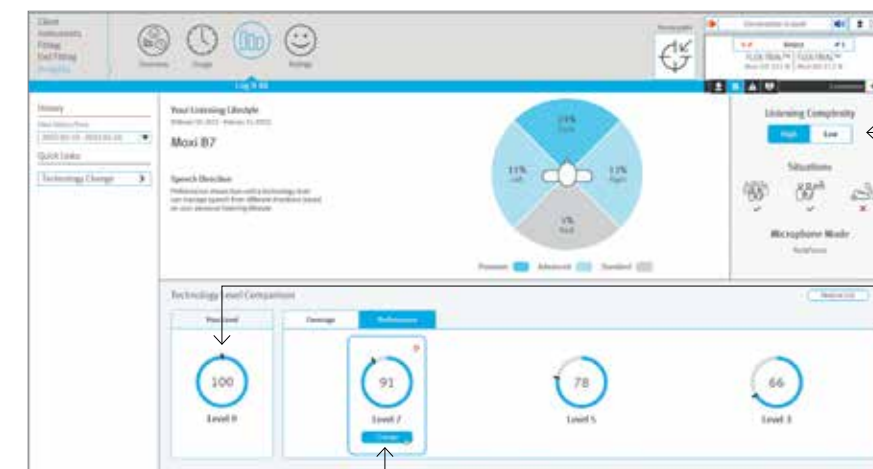| How to review with your client	Tips and talking points
Highlight the largest bars to your client as they represent where they are spending most of their time. Ask specific questions to relate this information to the client's actual life and the challenges they identified at the first appointment.	"I remember you said that hearing your grandchildren at family gatherings was a challenge for you. This is a 'conversation in a crowd' and you are spending a lot of your time in that kind of situation. How did you feel the hearing aids performed in that type of situation?"
If applicable, show your client the environments that are not included at their technology level to make sure they have appropriate performance expectations.	"As you can see, based on your current technology level you do not have automatic coverage for 'conversations in noise' and you're currently spending _____% of time in that environment. Are you comfortable with this?"
Show the coverage score and confirm if this aligns with your client's experience so far.	If you feel your client is under-purchasing for their lifestyle, let them know that there is always an opportunity to upgrade technology levels with FLEX:UPGRADE. This can really help to give a client the confidence that their hearing solution will continue to meet their needs now and into the future.

How to review with your client	Tips and talking points
Start by explaining that in high complexity situations the upper circular image shows the level of performance relevant to the direction speech is coming from. Then move to show performance in low complexity situations.	"Based on your current technology level, you can see that when you're in a high complexity listening situation, you have optimal performance for (speech from the front), which in your case occurs ____% of the time. For less complex situations you have premium performance, which is good. How does this line up with your experience so far?"
Review the performance score for the current technology level.	"This score tells us about the performance of the features available (e.g. microphone mode) and time spent in high versus low complexity environments at your technology level."
Confirm if data from the current technology level aligns with your client's experience and their overall needs. If not, click on higher technology levels to show them what could be gained and how they could enhance their experience.	"Now that you've seen all the data about how your hearing aids are working for you, are you satisfied with your current technology level? We could see that speech is coming from other directions a considerable amount of time. Can you tell me more about these situations?"

Love the experience.

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HEAR THE WORLD