

TruHearing[®]

TruHearing app with Health Insights

Quick Guide for HCPs

TruHearing app

Fine-tune patient relationships with the TruHearing app

- Develop deeper relationships with patients, magnify service offerings, and enhance long-term value by integrating the TruHearing app into your fitting process. Your patients can access control of their hearing aid functionality as well gain helpful insights to create healthy habits.

Download the TruHearing app from the App Store or Google Play Store

- Encourage patients to download the TruHearing app to their smartphone ahead of their fitting appointment to be prepared to complete pairing and be introduced to the App features.
- The TruHearing app is compatible with most of the Android (Android 5.0 and higher) and Apple (iOS version 9.3 and higher) devices.



TruHearing®

TruHearing app

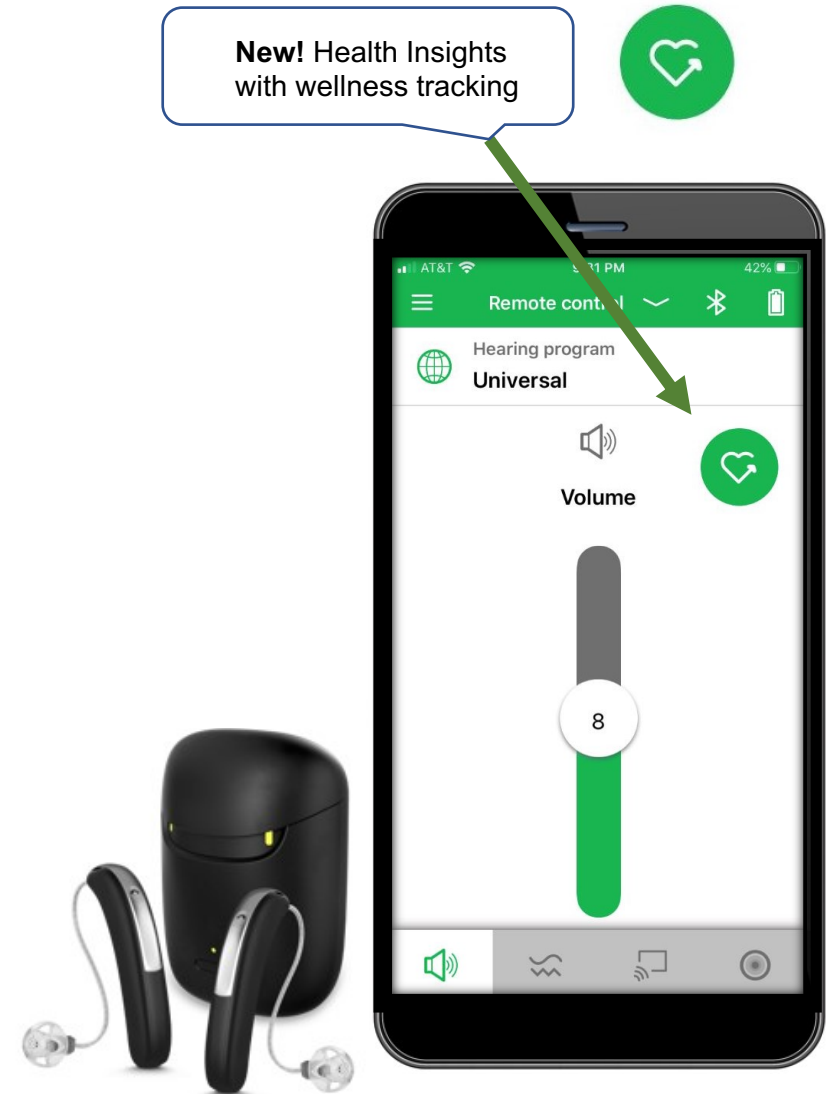
Your patient can experience the advantage of having control of their hearing aids and you have direct access to your patient to offer support when needed

The TruHearing app gives you an advantage by providing a quick and convenient solution for patient control and for follow-up interactions.

- Remote Control functionality (Volume, SoundBalance, Directional Hearing)
- Access and control volume of paired streaming devices (StreamLine TV, StreamLine Mic)
- TeleCare for Quick Chat feature as well as remote follow-up appointments
- ***NEW* Health Insights** with wellness tracking

For further questions or support, contact the TruHearing support line 800-350-6147 or email at truhearing@sivantos.com

Consumer *Bluetooth*® Hotline: 800-350-6093

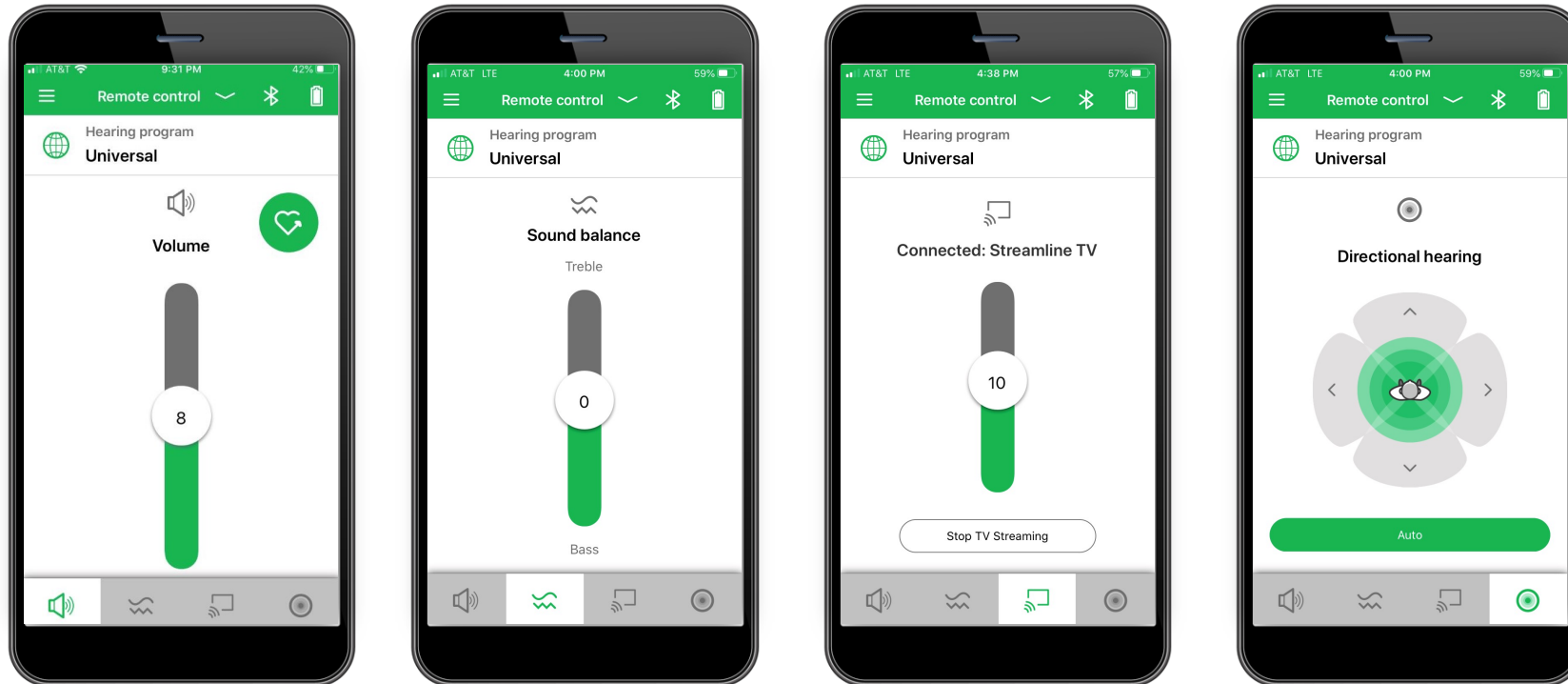


TruHearing®

One app covering all use cases, tailored to the functionalities of the hearing aids

Adaptive app layout gives easy access to all hearing aid functions:

- Volume Control- Coupled or Independent control available
- SoundBalance (treble control)
- Access to optional, paired StreamLine accessories*
- Directional Hearing**



*Bluetooth-integrated hearing aids required **Binaural hearing aid fitting required

TruHearing®

Intuitive app setup for your patient*

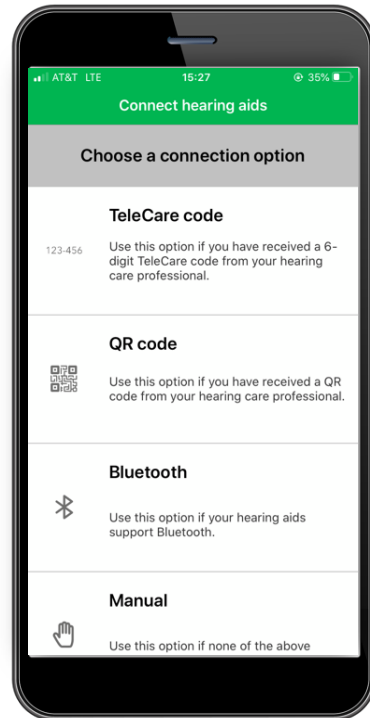
To start pairing mode > open/close battery door or insert/remove hearing aids from charger

Step 1. Pair hearing aids to the iPhone (Android users, skip to step 2)

Settings > scroll down & tap on **Accessibility** > scroll down & tap on **Hearing Devices** > tap on **xx hearing aids**> accept pairing request for each hearing aid by tapping on **Pair** for each hearing aid

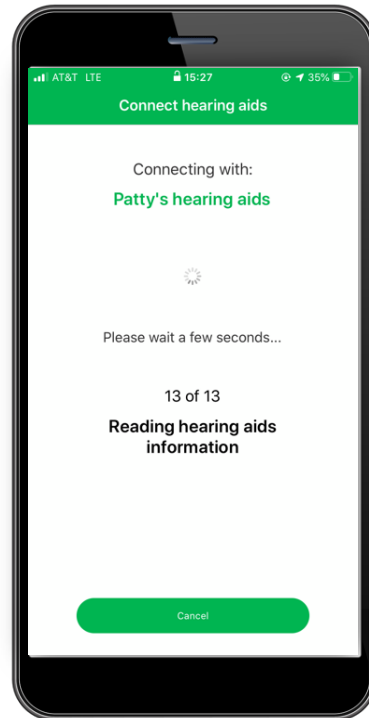
Step 2.

Select a connection option



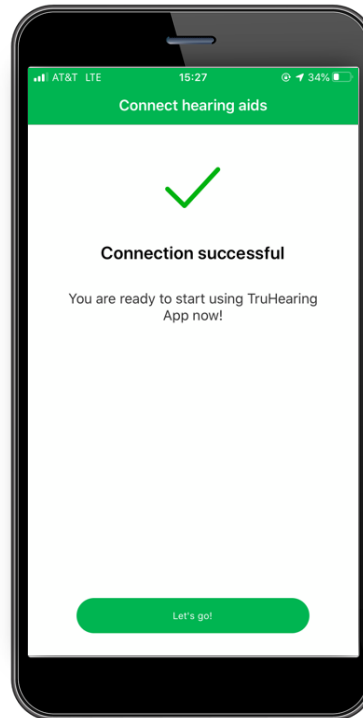
Step 3.

Connection progresses automatically



Step 4.

Let's Go!



*Refer to the new TruHearing App Consumer Brochure for more information and support, such as pairing to other devices.

TeleCare allows for easy setup and service for the Hearing Care Professional

To Activate client for Telecare in Connexx software:

- **First Fit** hearing instruments
- In **Telecare** drop down menu, select **Activate Client**
- Enter patient's **cell phone number** and select **Continue**. The patient will receive a **6-digit Telecare code** and **link to TruHearing app** by SMS

To setup the TruHearing app for TeleCare on the patient's smartphone, provide the following instructions:

- **Open** TruHearing app on patient's phone
- **Check** "I accept the terms and conditions and the privacy policy" and tap on **Accept**
- From the **Choose a connection option** screen > Select **TeleCare code** and **enter 6-digit TeleCare code** generated from Connexx > select **OK**
- **For an iPhone:** Allow notifications > the hearing aids will automatically be recognized > Connection successful
- **For an Android:** Restart hearing instruments > Select patient's hearing instruments > allow permissions > Connection successful
- Tap **Let's Go!**



74% of TeleCare professionals use the tool to stay connected with patients to offer them better service*



7 out of 10 TeleCare professionals strongly agree that TeleCare increases patient satisfaction**



Patients with access to TeleCare have a 19% higher acceptance rate than patients fitted without it***

*Sivantos survey 2019

**Article, Gisele Munhóes dos Santos, Ph.D., 2019: Achieving Excellence in Customer Service with TeleCare

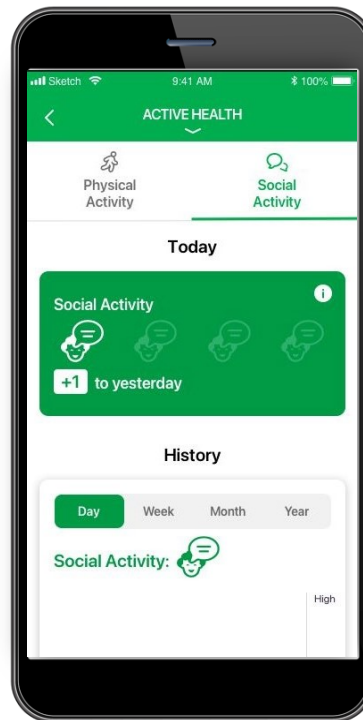
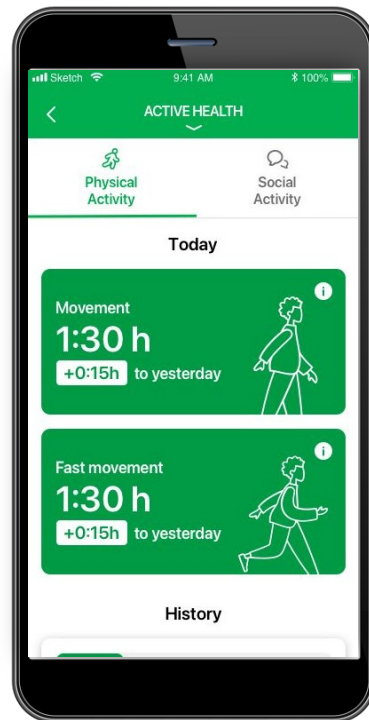
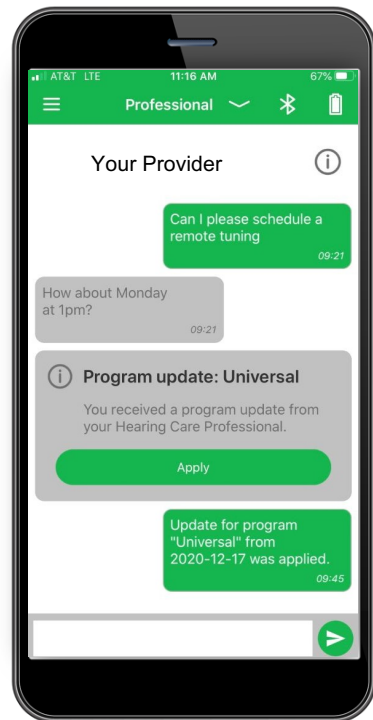
***Article, Matthias Froehlich, PhD, Eric Branda, AuD, PhD, Dirk Apel, BS, 2020: User Engagement with Signia TeleCare: A Way to Facilitate Hearing Aid Acceptance

Health Insights with wellness tracking expands the perception of hearing aids

- Additional wellness tracking provides new ways to tie hearing health to overall wellbeing. Broaden your patient's perception of their hearing aids to encompass their health, wellness, and quality of life.

Patient relationships, fine-tuned by TruHearing

- Give patients another great way to connect to you and their hearing aids.*



*TeleCare chat feature available when TeleCare has been activated by HCP in Connex software.

TruHearing®

Physical Activity Tracking

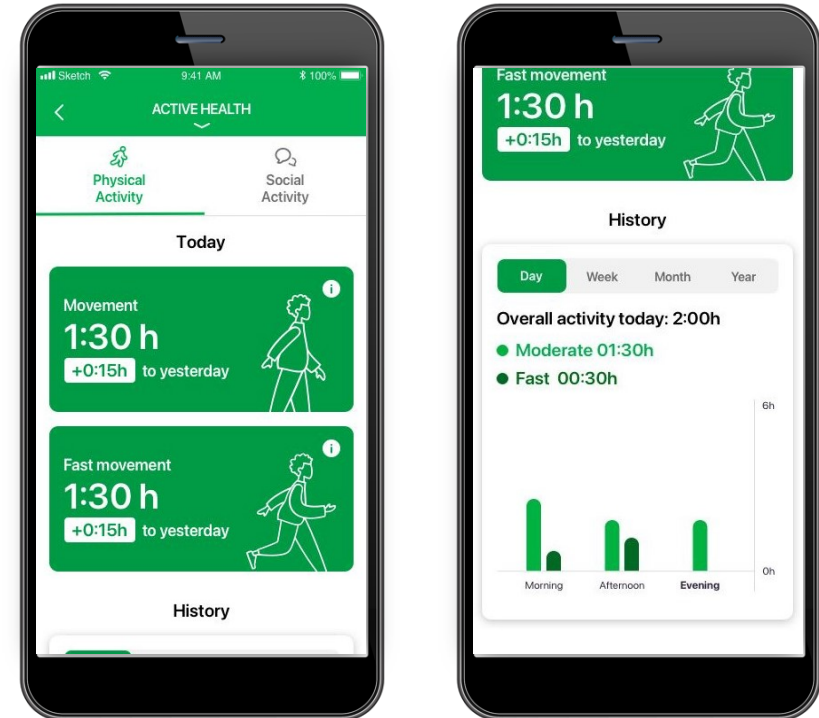
- Using the motion sensors in the TH5 hearing aids, this feature measures how much your patient moves each day.

Informs and encourages your patient of the importance of physical activity

- Physical activity strengthens the heart and improves circulation. It can lower the risk for high cholesterol, coronary artery disease, and heart attack. It can also lower blood pressure and triglyceride levels.

Using Physical Activity Tracking can motivate your patient to stay physically active for improved cardiovascular health!

Putting one foot in front of the other is a simple way to trigger a cascade of health benefits. Regular brisk walks help lower LDL (bad) cholesterol; control blood sugar; and reduce the risk for high blood pressure, heart disease, stroke, and diabetes. Brisk walks also strengthen muscles, burn calories, and lift mood.*



*"Reinvent Your Walking Regimen." Harvard Health, Harvard Health Publishing, Oct. 2020, www.health.harvard.edu/staying-healthy/reinvent-your-walking-regimen

Coming Soon: Social Activity Tracking

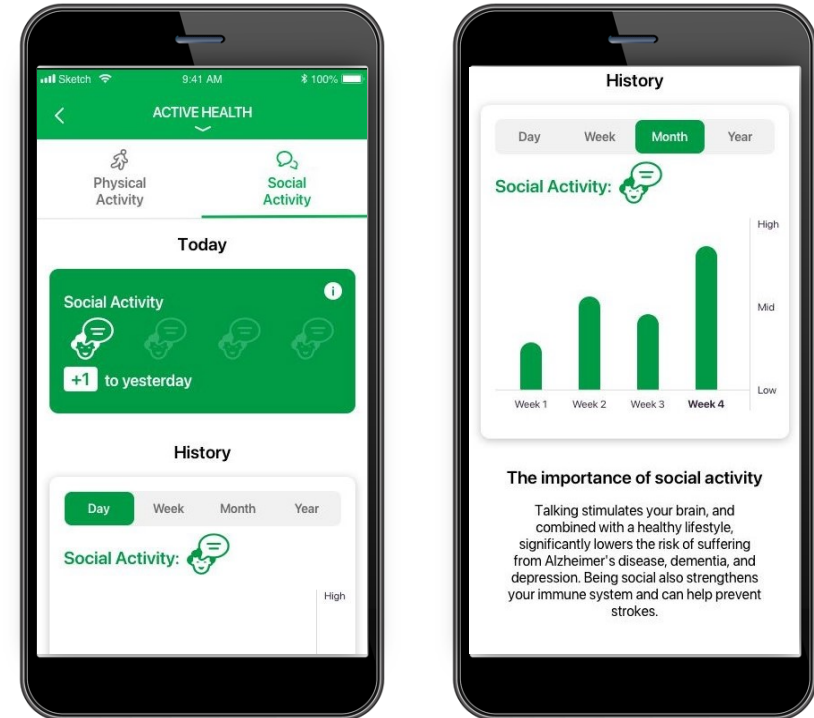
- Using the Dynamic Soundscape Processing and Own Voice Processing (if it has been activated) in the TH5 hearing aids, this feature measures how much your patient connects with others every day.

The importance of social activity

- Talking stimulates your brain, and combined with a healthy lifestyle, significantly lowers the risk of suffering from Alzheimer's disease, dementia, and depression. Being social also strengthens the immune system and can help prevent strokes.

Using Social Activity Tracking motivates your patient to be more socially active, supporting their mental health!

Studies show people are happier when being social, interacting with people they know and like, and by having more in-depth conversations.*



*Melanie Greenberg, PhD, "Does Being More Social Make Us Happier?" *Psychology Today*, 31 December 2019, www.psychologytoday.com/blog/the-mindful-self-express/201912/does-being-more-social-make-us-happier?eml

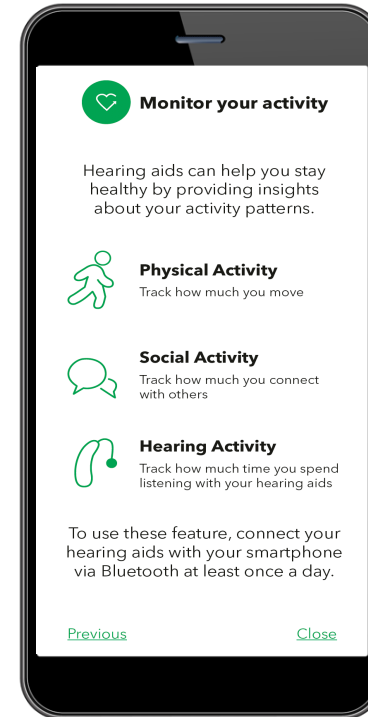
Hearing Activity Tracking- Coming Soon!

- Using the datalogging feature of the hearing aids, the amount of time your patient wears their hearing aids is tracked and displayed.

The importance of regular use and consistent wear of hearing aids

- Individuals who consistently wear their hearing aids 12 or more hours per day are more likely to experience many of the positive health-related quality of life outcomes associated with hearing aid use.*

Using Hearing Activity tracking to motivate your patient to increase their wear time in order to receive greater benefit and more meaningful conversation with the people that matter to them most!




*Jilla, A. M., Johnson, C. E., Danhauer, J. L., Anderson, M., Smith, J. N., Sullivan, J. C., & Sanchez, K. R. (2020). Predictors of Hearing Aid Use in the Advanced Digital Era: An Investigation of Benefit, Satisfaction, and Self-Efficacy. *Journal of the American Academy of Audiology*, 31(2), 87–95.

TruHearing app and Health Insight Features

Frequently Asked Questions

How often do my patient's hearing aids send activity data to the App?

- When connected to their phone by *Bluetooth*[®], hearing aids will send activity data to the app every 15 minutes. Activity data is stored in the hearing aids for the last 24 hours; therefore, the patient's hearing aids should be connected to the App at least once a day to most accurately track their activity.
- The patient's hearing aids connect to *Bluetooth* automatically when they are wearing them, and their phone's *Bluetooth* is on. If the hearing aids aren't connected to *Bluetooth*, open the App and touch the *Bluetooth* icon. 

It appears some of my patient's activity is missing in the App. Why?

- Data for Social Activity Tracking and Physical Activity Tracking is collected by the hearing instruments in 1-minute increments and data is transferred to the app in 15-minute blocks. Any partially completed 15-minute blocks will not be transferred to the app.

How is the activity tracking displayed on the app?

- Week view (**default view**): displayed in days or partial days
- Other display options include day view, month view and year view

How often should I have my patient look at the wellness feature data?

- The frequency of viewing and detail of the data will vary for each patient. It is recommended to review this information with the patient at their first follow-up fitting to help them recognize their patterns and set goals and encourage healthy habits.

TruHearing app and the Health Insights Features Frequently Asked Questions (cont.)

What is the Social Activity Tracking (SAT) data based on?

- Classification of Environment- Speech in Noise and Speech in Quiet
- Level of Noise- Louder situations are weighted more highly than quiet situations
- User speech activity- based on Own Voice Processing

Can a patient use Social Activity Tracking without activating OVP?

- No. Calibration for Own Voice Processing (OVP) must be completed to use Social Activity Tracking. Additional information on how to run this calibration is available in the Connexx software.

How are activities classified in Physical Activity Tracking (PAT)?

- Examples of moderate movement are working in the kitchen, waiting for a bus, and all walking activities.
- Examples of fast movement are jogging or running.

Why is it important to share how the data is collected with my patient?

- Activity Data is stored for 24 hours in the hearing aids. To ensure the most accurate tracking of their healthy habits, patients should connect their hearing aids to the app at least once a day.