

Attend Anywhere for Audiology

October 15th 2020

A series of horizontal lines on the right side of the slide, including a thick teal line, a thin white line, and two thin teal lines below it.

What We Did

- Set up
 - HSE phones, PCs, laptops and hardware ordered (webcams, mics, HSE phones).
 - Access to AA Waiting Room.
- Remote Fittings
 - Adults
- 6 Week Reviews
 - Adults and paediatrics
- Hearing Aid Reviews
 - Paediatric
- Pre Appointment sessions
 - Adults and paediatrics

How We Did It - Paediatric Hearing Aid Reviews

- Functional hearing benefit questionnaire
 - PEACH or 'Little Ears'.
- Multi- disciplinary review
 - with VTHI, SALT, parents and audiologist.
- Instruction on correct use of aids and insertion of moulds.
- Identify if face-to-face appointment is necessary.

How We Did It - Adult Fits

- Hearing Aid Fitting appointment
 - Pre-remote fitting consultation with family by phone/AA or at Direct Referral appointment.
 - Pre- fitting functional hearing questionnaire (COSI) can be carried out at Pre-remote fitting consultation or at fitting appointment.
 - Programmed hearing aids and moulds sent by registered posted to client/family with all relevant leaflets including information on Chime and repair service.
 - Attend Anywhere appointment letter with URL and date and time (see Auditbase 'all template' for CHO 1 prototype letter available)
 - Leaflet 'Attending your appointment via video', available on Attend Anywhere is also included with AA appointment letter.
 - Attend Anywhere consultation to fit hearing aids includes physical demonstration by the audiologist with hearing aid.
 - Signia Portal adjustment if needed due to non REM in case of open fit.
 - Discussion/counselling.

How We Did It - Adult Reviews

- 6 Week/Initial Follow-up Review
 - Post fitting completion of COSI via AA.
 - Demonstration of minor repairs via AA.
 - Discussion/counselling.
 - Reinstruction on insertion of ear mould and aid.
Reinstruction of on/off, batteries and volume.
 - Some minor adjustments of gain via Signia Portal.
 - Book for Face to Face appointment if required.

How We Did It - Pre-Appointment Sessions

- Discuss referral and expectations of appointment.
- Record client history.
- If paediatric client
 - Assess development of child in terms of what testing approach to take when child attends for virtual or face to face appointment.
 - Triage clinical appointments depending on parent information and needs
- If adult client
 - Carry out first part of COSI
- Discuss what will happen at virtual appointment and what platform client / family member would require or face to face appointment and special arrangements for attending clinic.
- Carry out Covid risk assessment once more prior to face to face appointment and document in Journal in AB.
- Discuss expectations of hearing aid fitting/assessment.

Outcomes - Positive (95% would use again)

- Paediatric Clinics
 - Parents happy to use technology.
 - Parents did not have to arrange child care
 - Audiologist can triage further appointment required eg impressions or full review.
 - Child gets to see Audiologist without face mask.
- Adult Clinics
 - 'Safer' for elderly adult due current Covid 19 risks
 - 'Saves on travelling' distances and expense to clinics and risks associated with travel
 - Reduced waiting times if fitting can be done remotely, especially if open fit.

Outcomes - Negative

- Paediatric Clinics
 - Parents felt that face to face clinic was required in any case.
 - Parents not always remembering the appointment or the time of the appointment.
 - Poor internet connection.
 - Some difficulty in hearing for parents with hearing loss.
- Adult Clinics
 - Older clients reluctant to use technology.
 - Audiologists reluctant to use technology.
 - Reduce quality of interaction / hearing for clients with hearing loss depending on sound quality.

Enablers

- **Paediatric Clinics**
 - Young parents have no difficulty with technology.
 - Explaining reason for clinic
 - We found that by texting clients the URL link it helped with clients accessing the website correctly.
- **Adult Clinics**
 - Family members present for hearing aid fitting and can assist/ask questions etc.
 - Admin staff very important in selling the advantages of Attend Anywhere.
 - Texting URL code to client's phone assisted access.

Barriers

- **Paediatric Clinics**
 - Parents and Audiologists prefer face to face for young children.
 - Poor/no internet connection.
- **Adult Clinics**
 - No family member available to assist with technology or hearing aid fitting.
 - No access to technology (smart device/laptop or internet).
 - Some areas have poor internet connection.

Feedback from Staff

- “I’ve found it great for communicating with severe-profound clients as they can lip read or I can type a message and it pops up on their screen”
- “I’ve used it once with a client and an ISL interpreter and that worked quite well. The video quality is good.”
- “I had a video call with a lady this week who was too nervous to come in for a review apt after getting her aids by post. I was able to show her all the functions of the aid and see if she was inserting the aid correctly and show her the correct way to put batteries in etc.”
- “6 wk reviews using AA have worked well if the client is having an operational issue with the HA; they can show me the issue and I can explain/instruct as needed.”
- “Also useful if they use the Signia App because I can then do some remote fine tuning and send it to their app where they can accept the changes and give instant feedback on the changes”.

Attend Anywhere Appointment Letter

Community Audiology Service
Nazareth House
Church Hill
Sligo
F91 N1WT

Tel No. 071 9162647

E-Mail: AudiologyAdmin.Sligo@hse.ie
Mobile TEXT Only: 0871328522



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Seirbhís Eisteolaíochta,
Teach Nazareth,
Cnoc Séipéal,
Sligeach,
F91 N1WT

Tel No. 071 9162647

E-Mail: AudiologyAdmin.Sligo@hse.ie
Mobile TEXT Only: 0871328522

Date

Name
Address

VIRTUAL HEALTH – VIDEO APPOINTMENT

Dear Name

Further to our telephone conversation earlier today, I now enclose

✓ [Information Sheet on Attending Your Appointment by Video \(Virtual Health\)](#)

We have arranged the following time for your Video Appointment as follows:

Appointment Date:

Appointment Time:

Clinician:

In order to set up the Video Call on your Device:
(PLEASE PASTE THIS LINK INTO GOOGLE/FIREFOX)
<https://attenduk.vc/nazarethhousevh>

- If you are unable to attend, please let us know **as soon as possible** so that another patient can use this appointment time.
- It is important that you check in online **5 minutes** before your appointment.

Yours sincerely,

Community Audiology Department

Attend Anywhere Appointment Letter v2

Master Test

Reference Number: A100567

Monday 12 October 2020

Audiology “Attend Anywhere” Appointment Letter

Dear Master Test,

An appointment has been made for you to have a video consultation with the Audiologist via Attend Anywhere. **You should not attend the Audiology service rather you should log onto the Attend Anywhere platform on your computer, smart phone or tablet on the agreed date and time detailed below.**

You join the call using this web address: *Copy and paste in URL*

***Please log on at the allocated time; do not wait for the Audiologist to contact you; the Audiologist will connect with you when you are online.*

Location of appointment: Attend Anywhere on your computer, smartphone or tablet.

Appointment Date: Wednesday 30 September 2020

Appointment Time: 12 PM

Clinician: Ann Marie

If for some reason you are unable to make the call at the agreed time, please contact the Audiology secretary on the number above or alternatively you can email the address above.

If you do not attend your appointment, or if you fail to give us 24 hours' notice of your wish to cancel an appointment, you will be treated as a Did Not Attend (DNA). This will mean that no further appointments are sent for you.

It is often a good idea to have a family member or friend joining you for the telehealth appointment.

If you do not access the website at the time of the appointment (please be available 5 minutes either side of agreed appointment time) we cannot guarantee that you will be called again; the Audiologist may attempt to phone you if you are not logged onto the website.

Yours sincerely,

Bronagh O'Donnell

Community Audiology Department

Please note the Audiology Service will send SMS text reminders. If you do not wish for us to send an SMS reminder please contact us in receipt of this letter.

The Audiology Service audits client files to ensure service quality and identify improvements. These are anonymised. If you would prefer not to be included in audits please inform the Audiology secretary.

Attend Anywhere Information Sheet

Attending your appointment via video

Sligo Nazareth House Virtual Health

Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Where do I go to attend my appointment?

Go to: <https://attenduk.vc/nazarethhousevh>

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

✔ What do I need to make a video call?

✔ A good connection to the internet
If you can watch a video online (e.g. YouTube) you can make a video call

✔ A private, well-lit area where you will not be disturbed during the consultation

✔ One of these:

🌐 Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone

🍏 Safari web browser on an Apple iMac, MacBook, iPad, or iPhone

✔ Web-camera, speakers and microphone already built into laptops or mobile devices

🔒 Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.

⬇️ How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.

£ How much does a video call cost?

The video call is free (except for your internet usage).



Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See over for more information on how to make a video call

Attend Anywhere - practical demonstration

- Demonstration of how client logs in and connects to call.
- Demonstration of how Audiologist logs in and connects to call.

Thank You

- Questions?

