



How to Run A Consultation

Consultation Cheat Sheet

Preparing for the Consultation

- Hearing Workup Overview
 - Completed before the consultation and viewable in the member's dashboard
 - *Questionnaire*
 - *Digits in Noise*: powered by HearX; Results are shown in dB SNR and corroborate 4 frequency PTA

Result classification	SNR
OK Hearing (<25 dB PTA)	SNR <= -16.5
Hearing Difficulties (26-55 dB PTA)	-16.5 < SNR <=-13.5
Significant Hearing Categories (>55 dB PTA)	SNR > -13.5

- - *Tones*: Presented as a table to the audiologist and simplified into a color coded table to the member.
- Use "New Note" to send a member a message before the consultation if needed

During the Consultation

- Sign on from the "Join" button under Upcoming Consultations
- Review the questionnaire and hearing screening findings, sharing your screen to review
- Use top 3 priorities and level of motivation to guide the conversation
 - When indicated, discuss potential products, expert referrals, or other action items to address top priorities
- Discuss tips for healthy hearing, such as the importance of regular hearing screenings, utilizing hearing protection, implementing good communication strategies, and maintaining good ear health.
- Note: If the member does not sign on after 15 minutes, please sign off of the call and click "No Show" under the member's name on the upcoming consultation list
- Tip: The consultation report is accessible during the consultation or it can be written after completion of the consultation

Post-Consultation

- Click "consultation report" and use template to complete note.
- Note and coding (CPT and ICD 10) are required to mark the consultation "complete". These notes are visible to the member and should be written with that in mind
- Payment submitted by Stripe to your linked bank account
- Please complete consultation reports within 24 hours and make sure it is "shared" and not stuck in "draft."



Full Consultation Guide

Overview

- Introduction and Preview
- Review the screener
- Address Top 3 Priorities
- Wrap up and set expectation for next steps

Detailed Outline

Introduction and Preview

- “Thanks for taking the time to talk about your hearing and completing the screener ahead of time”
- “Have you ever seen an audiologist? Here’s what we’ll be talking about today: I’ll go over your hearing screener, talk about your top priorities, give you some specific recommendations, and give you some action items to preserve your hearing health.

Review the screener

- Clarify any answers from the questionnaire; take note of top listening priorities and level of motivation
- Share screen and review tone screener
 - Briefly remind them which measurement this was and why we do it
 - Example: This is an important measurement because it looks at each ear individually and tells us how you hear at a wide range of pitches
 - Boil it down to easy takeaway points
 - Remember: this is a screener categorizing hearing broadly. Tie it back to the member’s self-report and top priorities.
 - Ask clarifying questions if something looks off or unexpected.
- Move to digits in noise
 - Introduce the measurement:
 - Example: The other measurement is where you were listening for a set of digits in varying degrees of noise. This part is important because it is not just ‘did you hear something’ but ‘did you hear something, and can you correctly identify it’ and it is in a more challenging condition with background noise. We use this measurement to see how you listen and to corroborate the tone findings
 - What level of loss does it suggest?



- Example: This score of -18 dB SNR is consistent with hearing within normal limits and matches what we are seeing in the tones
- Example: This score of -15 dB SNR tells me that there's possibly some hearing loss, which lines up with what we're seeing in the tones.
- If the results do not corroborate, ask follow-up questions to rule out user error, make sure they didn't have noise cancellation on, or ask if they feel like they have any listening difficulties.
- Tie together with subjective report
 - Do the findings corroborate?
 - What does this tell us?
 - Need to follow up?

Address Top 3 Priorities

- Understanding hearing: achieved through explaining screening results, expand upon as needed
- Taking care of hearing: 3 best things to do
 - Screen your hearing and monitor it annually with an audiologist. (Reassure them that they are already doing this with Tuned)
 - Protect your hearing, both self-inflicted and environmental
 - a. Review why this is important
 - b. Self-inflicted: headphone safety and the trade-off between volume and listening duration
 - c. Environmental: how to tell if the environment is too loud (ex. SLM app), use of earplugs and behavioral changes
 - Maintain good ear health: no q tips and clean anything routinely going in ears
- Tinnitus
 - Review what tinnitus is and why it happens
 - Options: referral to Tuned Tinnitus Expert, recommendation of Tinnitus app (i.e. Oto), referral for hearing aids when indicated.
- Hearing in Noise
 - Factors to consider to limit noise, communication strategies, LiveListen on iPhone, AirPods as hearing aids, etc.
- Global hearing issues: discuss OTC vs prescription hearing aids
 - OTC: most common recommendations include Lexie and Eargo depending on form factor preference
 - Prescription: Refer to BLUEMOTH

Wrap up and set expectation for next steps

- Any questions?
- Consultation notes within 24 hours to dashboard
- If need for further follow up or communication, use dashboard to schedule or to message your audiologist



Post note

- Use consultation note report template