

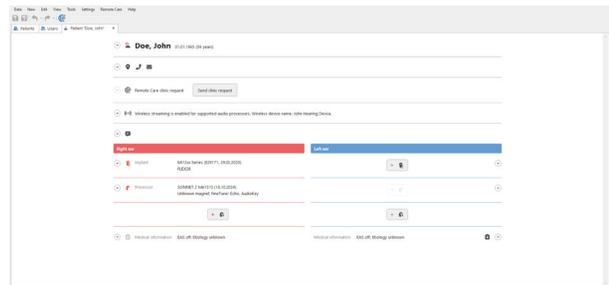
# Remote Care Quick Guide

MAESTRO 11 in conjunction with the HearCare MED-EL app allows the possibility to provide remote care for CI recipients. For details on how to activate MAESTRO 11 for remote care, please contact your local MED-EL representative.

Remote Care is intended for fine-tuning and troubleshooting purposes for RONDO 3, SONNET 2 Me1510, SONNET 2 EAS Me1520, SONNET 3 and SONNET 3 EAS audio processors, in combination with PULSAR, SONATA, CONCERTO and SYNCHRONY cochlear implants. It is not possible to perform an initial activation via Remote Care.

## Step 1: Invite Patient

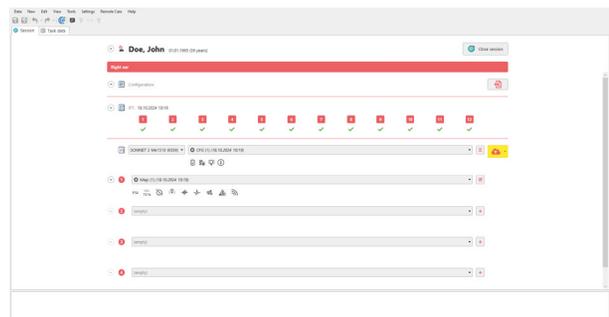
1. Log in to Remote Care with your myMED-EL account.
2. In the Patient list, right-click on the patient's name and click **Edit**.
3. In the Remote Care clinic request section, click on **Send clinic request**. The patient will receive a notification about the clinic invite in the HearCare MED-EL app.
4. Once the patient accepts the clinic request in the HearCare MED-EL app, the connection is established and the status in the Remote Care clinic request section will change from pending to accepted.



**NOTE:** To be able to participate in Remote Care the patient needs to have the HearCare MED-EL app installed, be logged in with their myMED-EL account and have an audio processor paired. The patient's audio processor needs to be programmed using MAESTRO on-site at least once.

## Step 2: Perform Remote Care

1. Select a patient, who has accepted the Remote Care invitation, from the patient list and select **Remote Care Start session**. If remote care data is available in the cloud, MAESTRO will download the latest data to the local database. The Remote Care section at the top of the session view displays details about the latest Remote Care session and the latest data downloaded from the cloud.
2. If available, review IFT and configuration data (incl. datalogging) in the same way as for an in-person fitting session. To review audio processor check data, click on **Open processor check data**.
3. If necessary, edit fitting map(s) and other configuration parameters as desired.
4. Upload the updated audio processor configuration to the cloud by clicking on **Upload configuration**. After a successful upload, the patient will get a notification in the HearCare MED-EL app about a new audio processor configuration being available.



**NOTE:** All fitting parameters as for an on-site fitting are available for fine-tuning or troubleshooting a fitting map. Processor-specific configuration parameters can also be modified as for an on-site fitting.



## Tips & Tricks

Tip/Scenario	Solution(s)
Patient has accepted clinic requests from more than one clinic.	A patient can be connected to multiple clinics and institutions and all data will be shared amongst them.
Patient has used the HearCare MED-EL app for a while before accepting a clinic request.	Data will be uploaded to the cloud and only upon connection with a clinic be shared with the respective clinician. The connected clinician(s) will have access to the whole history of data, until the connection is revoked by either party.
Clinic request status remains pending or delivers an error message	<ul style="list-style-type: none"> <li>• Make sure you are logged in with you myMED-EL account.</li> <li>• A connection can only be requested, if your patient has the HearCare MED-EL app installed, is logged in with their myMED-EL account and has an audio processor paired with the app. Only then will they receive a notification about a clinic request, which has to be accepted in the app for a successful connection.</li> </ul>
Prerequisites to use Remote Care	<ul style="list-style-type: none"> <li>• Your PC has Internet connection.</li> <li>• You have a myMED-EL account, and have an active Remote Care registration.</li> <li>• Your patient can receive Remote Care clinic requests.</li> <li>• You are logged in to Remote Care.</li> </ul>
Synchronous vs. asynchronous remote care	The asynchronous exchange of data with patients, the patient's caregivers, or other institutions is based on cloud services and apps provided by MED-EL. Asynchronous means that the exchange of data may occur at irregular intervals and span over several days.
No upload button in Remote Care session view	A Remote Care session can be started for any patient with an implant and regardless of your Remote Care registration status and allows you to perform certain tasks and exchange data in order to update audio processor configurations without the presence of a patient or the patient's devices. The <a href="#">Upload</a> button is only available if the patient has a Remote Care connection with your institution, your PC has Internet connection, and you have an active Remote Care registration.
Communication with the patient	MAESTRO 11 does not provide any further communication tools, thus traditional communication channels like a phone call, e-mail or text messaging may be used for efficient communication with the patient.
Review of historic IFT data from the cloud	When starting a postoperative or Remote Care session, only the latest data is downloaded from the cloud for review. For access to potentially more and historic IFT data and audio processor configurations, go to the <a href="#">Task data</a> tab, right-click the respective dataset and click <a href="#">Download</a> .
Using MAESTRO without Remote Care	MAESTRO can also be used without Remote Care being activated. Then the software behaves as previous versions of MAESTRO, where no cloud connection was available.