



**The Presbyterian Board of Governors
Cochlear Implant Center of Excellence at GBMC**
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Cochlear Americas
Cochlear Implant Remote Care Services

Advances in technology now allow us to provide a service to you in the comfort of your own home if you choose. This allows us to provide timely service while eliminating travel time. These services may be utilized to help us monitor your performance or troubleshoot issues that may arise with your equipment. The two types of remote services and the enrollment process are detailed below.

Enrollment:

- Remote Care Services will be discussed at your Initial Activation appointment.
- You will receive an email from Cochlear asking you to consent to remote care services.
- Once enrolled, you will receive a baseline Remote Check to complete directly on your phone.
- Please complete the baseline a few days prior to your Aural Rehab appointment, which will be 2 weeks after your Initial Activation.

Remote Check:

- This self-guided check will take you through various activities selected by your provider. This will include a hearing check, pictures of the surgical site and automated checks of the implant, processor, and processor use. Once completed, it will be sent to the provider for review.
- As you gain more cochlear implant experience, you may also receive a questionnaire and a speech in noise listening opportunity in addition to the items listed above in the baseline session in follow up Remote Check appointments.
- You will receive a report from the provider regarding their observations and recommendations following review of the results.

Remote Assist:

- Like other virtual healthcare you have had, you will meet with your provider face to face through the Nucleus Smart app.
- Simple programming changes can be made to change volume and/or sound quality and adjustments saved to your processor.
- You will have captioning and a chat function to help with effective communication.
- You will receive a report following your face-to-face appointment.