

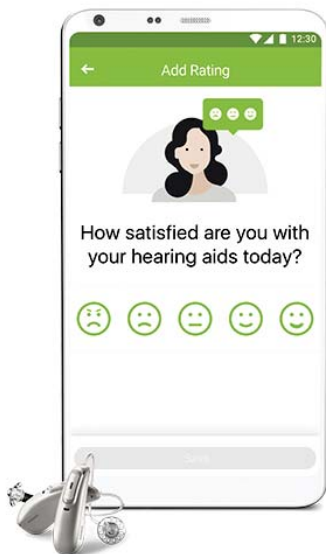
Phonak

Fast Fact

Phonak Hearing Diary

What is it?

Hearing Diary, one of the smart apps and solutions from Phonak eSolutions consists of a smartphone app for clients, myPhonak, and the PhonakPro dashboard for hearing care professional (HCP). Within the myPhonak app, clients using compatible Phonak hearing aids have an easy way to communicate and share their hearing aids experience with their HCPs. Simultaneously, the app reads out hearing aid usage and datalogging information and ties it to the satisfaction ratings. In combination with the Phonak Remote Support the HCP can further assist and support their clients during their hearing journey.



Why use it?

Hearing Diary:

- Provides clients with the confidence and peace of mind that their HCP is taking care of their needs
- Easy way to provide feedback to the HCP about (new) hearing aids
- Has the potential to provide HCPs with valuable insights about their clients real-world experience with hearing aids

How to use it?

The HCP sends an invitation email from Phonak Target fitting software to the client. The client downloads and installs the myPhonak app and begins providing satisfaction and feedback about his listening experience. The information generated is automatically sent to the HCP's PhonakPro dashboard. The HCP also receives an email summary. Changes in hearing aid usage or negative feedback triggers alerts that is shown in the dashboard and by email. If additional support is needed, Remote Support, also available in the myPhonak app, offers remote follow-up fittings in real time.

For more information, go to www.phonakpro.com or contact your Phonak representative