

Tele-Audiology resources Investigation guide

| Category | Topics/issues. | Detail | Findings | Action to be taken |
|--|----------------|--|----------|--------------------|
| Patient wants and needs considerations | | | | |
| Put yourself in the position of your patients and think about how you can make it easier and more comfortable for them to access your services using Tele-Aud. | Demographics: | Age of patients | | |
| | | Education level of patients? | | |
| | | Internet access? | | |
| | | Distance travelled. | | |
| | | Other disabilities? | | |
| | | What hearing aid brands do they currently have.(does this brand have a cloud server via apps that allow you to access adjustments for them remotely?) | | |
| | | Types of services needed(what stage of their hearing journey are they on) | | |
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| Service Provider considerations | | | | |
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| Think about what stage/s of the patient journey are you trying to enhance with Tele-Aud | Goals: i.e. :(To provide a Tele-Audiology remote appointment service; To develop and launch an interactive website; To implement an SMS battery request service etc.) | GOAL 1: | | |
| What are you already doing and how can you make your service more patient centred by doing so. | | | | |
| | | GOAL 2: | | |
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| | | GOAL 3: | | |
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| | Staffing (who do you currently have and what are their skills, do you need any additional staff or are they there already.) | | | |
| | | Training required | | |
| | | location | | |
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| | | Soft skills abilities (i.e: clear communication/perspective taking) | | |
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| | Premises (Do you need additional premises? Can you utilise what you have, do you need other premises?) | | | |
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| | Hearing aids/Equipment ? | | | |
| | This also feeds into the IT consideration section, so may need to link both | | | |
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| Stakeholder/ Partnership considerations | | | | |
| Who else do you work with that may need access to some or all of these technologies or services. (i.e) hospitals schools/ other providers etc | | | | |
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| Government/ Licensing requirements | | | | |
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| What state or federal licenses with regard to service provision are required. | | | | |
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| IT Considerations | | | | |
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| Think about whether any of these things are necessary or are already available. | Additional software needed. | Web conferencing | | |
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| | | Software licences needed. | | |
| | | Desktop sharing | | |
| | | Compatibility with current systems | | |
| | | Data privacy secure. | | |
| | | Apps to access cloud servers | | |
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| | Additional Hardware needed. | Webcams | | |
| | | Video otoscope | | |
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| | Equipment required (can you utilise a cloud server for hearing aid adjustments, or an app or website to test or do you need additional clinical equipment located where the patients will be.) | Clinical equipment | | |
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| | | Telephone coverage | | |
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| | | Hearing aid brand with Tele-Aud features | | |
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