

Counseling Experienced Clients in Modern Hearing Care

The suggestions below are also useful when counseling new clients in a follow-up meeting.

1 Discuss your client's needs and counsel him/her to choose the hearing instruments that meet these needs – **now and in the future.**

a. Relevant questions could be:

- Do you use assistive listening devices at home – and if so – do they fulfill all your needs? (Understanding speech, following the conversation in the sitting room while watching TV, sound quality issues, convenience etc.)
- Do you have difficulty understanding speech when listening to TV?
- Do you and your family (dis)agree on a suitable volume setting for the TV?
- Do you have difficulty hearing the phone ring while watching TV?
- Do you have difficulty understanding when speaking to someone on the phone?
- Do you experience distortion or/and howling in your hearing instruments when talking on the phone?

2 **Prepare the client's expectations:**
Explain the convenience of using the hearing instruments as a **binaural headset** and making **hands-free phone calls.**

3 **Fit the selected instruments** to your client.

4 Place a fully charged Demo Streamer around client's neck.

5 **Demo TV listening:** let client listen to TV with the instruments. Then instruct him/her to press the Audio button to stream the TV sound directly to the instruments.

- Let your client enjoy the sound quality .
- Explain that the ConnectLine TV system is the only system on the market that is able to stream sound completely synchronized with the picture and the TV audio signal .
- Also explain how the ConnectLine system is an integrated system which automatically connects to the instruments when within range.

Ask client to adjust volume by pressing the up/down buttons.

6 **Demo a phone call while listening to TV:**
instruct client to press the Phone button upon hearing the ringing tone in the instruments. Then call the demo phone (e.g. from your mobile).

Explain

- How the phone (mobile as well as landline) will overrule the TV sound when connected, so client will never miss a call
- That client needs not to touch the landline/mobile phone while receiving a call; he/she can just press the Phone button
- That there is no need to touch Streamer during the phone conversation

7 At the end of the conversation, instruct client to hang up by pressing the Phone button again.

8 After two seconds, the hearing instruments will change and pick up the TV signal again. The demonstration is now finished.

Counseling New Clients in Modern Hearing Care

1 Discuss your client's needs and counsel him/her to choose the hearing instruments that meet these needs – **now and in the future**.

2 Select (and fit) the instruments to your client that prepare the client to the future.

3 **Prepare the client's expectations:**
Explain the convenience of using the hearing instruments as a **binaural headset** and making **hands-free phone calls**.

Use counseling tools to help explain how the ConnectLine system meets their needs.

4 New clients might like to try the ConnectLine system during their first visit. In some cases, however it is better to do the demonstration during a follow-up when client has become used to the hearing instruments and has experienced TV listening and phone conversations at home by means of instruments only.

5 *If you demo:*
Place a fully charged Demo Streamer around client's neck.

6 **Demo TV listening:**
let client listen to the TV with the instruments. Then instruct him/her to press the Audio button to stream the TV sound directly to the instruments.

7 **Demo a phone call while listening to TV:**
instruct client to press the Phone button upon hearing a ringing tone in the instruments. Then call the demo phone (e.g. from your mobile).

8 At the end of the conversation, instruct client to **hang up** by pressing the Phone button again.

9 After two seconds, the instruments will change and pick up the TV signal again. The demonstration is now finished.