**Tele-Audiology Investigation Guide**

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| **Category** | **Topics/issues.** | **Detail** | **Findings** | **Action to be taken** |
| Patients |  |  |  |  |
|  | What are their wants, needs, abilities? | Age, education demographics |  |  |
|  |  | Internet access?  Tech literacy? |  |  |
|  |  | Transportation & mobility: How far can they travel? |  |  |
|  |  | Other accessibility concerns (other disabilities)? |  |  |
|  |  | What hearing aid brands do they currently have and do those support remote adjustment? |  |  |
|  |  | Types of services needed (What stage of the Ida Circle are they on?) |  |  |
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| Service Provision |  |  |  |  |
| Think about what stage/s of the patient journey you are trying to enhance with tele-audiology | **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 person-centered? |  | **GOAL 2:** |  |  |
|  |  | **GOAL 3:** |  |  |
|  |  |  |  |  |
| **Category** | **Topics/issues.** | **Detail** | **Findings** | **Action to be taken** |
| Fears/beliefs around tele-audiology | Address your own beliefs, your colleagues’ beliefs | What do you think could go wrong; what do you think could go right? |  |  |
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|  | **Staffing** (who do you currently have and what are their skills; do you need any additional staff?) |  |  |  |
|  |  | Soft skills (*i.e:* clear communication, perspective taking ability) |  |  |
|  |  | Training required |  |  |
|  |  | Location (which locations can each staff member work at?) |  |  |
|  |  |  |  |  |
| **Category** | **Topics/issues.** | **Detail** | **Findings** | **Action to be taken** |
|  | **Premises** (Can you utilize what you have? Do you need additional premises?) |  |  |  |
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|  | **Hearing aids/Equipment?** (This also feeds into the IT considerations 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) |  |  |  |  |
| **Category** | **Topics/issues.** | **Detail** | **Findings** | **Action to be taken** |
| Government/ Licensing requirements |  |  |  |  |
| What state or federal licenses with regard to service provision are required? |  |  |  |  |
| What online data privacy regulations apply to my tele-audiology practice? |  |  |  |  |
|  |  |  |  |  |
| IT Considerations |  |  |  |  |
| Think about whether any of these things are necessary or are already available. | **Additional software, or software licenses for additional users needed** | **Web conferencing** |  |  |
| Consider compatibility of software with current systems |  | **Desktop sharing** |  |  |
| **Category** | **Topics/issues.** | **Detail** | **Findings** | **Action to be taken** |
| Consider data privacy requirements |  | **Apps to embed on your website** (e.g. scheduling, hearing screeners, Ida tools) |  |  |
|  |  | **Other apps to use during and outside of appointments** (e.g. cloud-based hearing aid adjustment apps) |  |  |
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|  | **Additional Hardware needed** | **Computers, webcams** |  |  |
|  |  | **Video otoscope** |  |  |
|  |  | **Clinical equipment** (do you need additional clinical equipment located where the patients will be, or can you use a cloud server for hearing aid adjustments, or an app or website to test?) |  |  |
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|  |  | **Telephone coverage** |  |  |
|  |  | **Which hearing aid brands have tele-aud features I want to use?** |  |  |
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