

What Are the Next Steps?

- Meet with your Hearing Care Provider and decide if **Hearing Telehealth** service options are right for you.
- Review the **Hearing Telehealth** qualification checklist with your Hearing Care Provider:
 - Are my current hearing devices telehealth compatible?
 - Do I own a smart phone (Apple or Android)?
 - Am I comfortable using apps on my smart phone?
 - Do I have a reliable WiFi network?
 - Do I have an active email account?

Book your **Hearing Telehealth** appointment today by visiting connecthearing.ca/telehealth



The Connect Hearing Difference

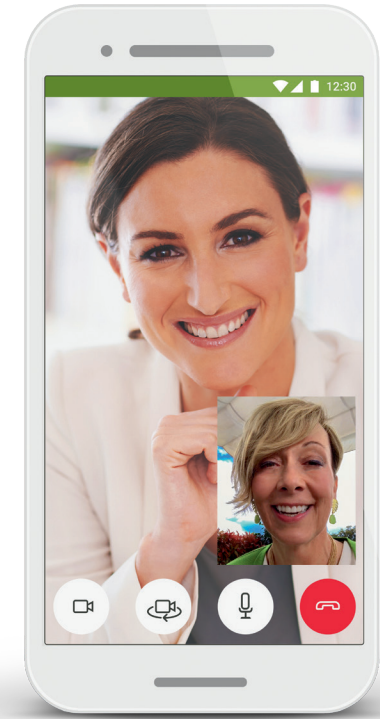
- *We're Canada's #1 physician referred hearing healthcare provider* with over 140 clinics in Canada and 40 years of expertise in hearing healthcare.
- *Our local hearing care professionals work with you to choose the right hearing solution for your lifestyle.* We don't focus on sales, we spend time making sure you get the right hearing help that you need, now and in the future.
- *We have a wide range of modern and advanced hearing technology to fit your needs* from our Primary technology that will help you with everyday listening all the way up to our Select technology with Bluetooth, rechargeable, language translation and invisible options.
- *We have financing available*, with flexible payment plans and interest options.
- *We provide a 60-day confidence guarantee to ensure you have the right hearing solution.* If you aren't satisfied, we'll work with you to find a better solution. We also provide free hearing technology cleaning, annual checkups, and comprehensive warranties that cover loss, damage, repairs and remakes.

#1 PHYSICIAN[†]
REFERRED



Connect
Hearing 

VAC, WCB, WSIB, WorkSafeBC, ADP & ODSP accepted. *Free hearing tests are only applicable for customers over 50 years of age. No purchase required. Some conditions apply. †Based on national physician referrals over the tenure of the corporation's Canadian business operations compared to the disclosed referral count of leading competitors. *CAA, CAA logo and CAA rewards trademarks owned by, and use is authorized by, the Canadian Automobile Association.



Hearing Telehealth

A New Way to Look After
Your Hearing Health.

Connect
Hearing 

1.800.563.HEAR (4327)
connecthearing.ca/telehealth

What is Hearing Telehealth from Connect Hearing?

At Connect Hearing, we're committed to your hearing health, and our **Hearing Telehealth** program is an innovative option to help manage your hearing needs.

Hearing Telehealth offers you the option of a follow-up visit or hearing technology fitting with your Hearing Care Professional using a one-on-one video call.

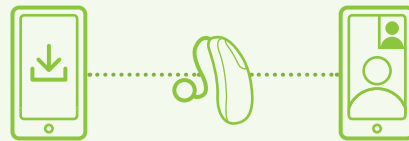
It's a convenient and safe way to help you with your hearing needs while maximizing your safety and the safety of our staff.

Hearing Telehealth lets us fit your hearing technology in the comfort of your home, surrounded by familiar voices and sounds, such as your own television. We feel this helps ensure a successful fit. And at all times, we are committed to working within current regulations and guidelines.

It starts with the myPhonak app.

To start, you'll need to install the myPhonak app available on the App Store for iPhones and the Google Play store for Android phones.

Once installed on your smart phone, the app will automatically connect to your hearing technology and empower you to communicate with your Hearing Care Professional, provide feedback, and have your hearing technology adjusted remotely in real-time—and more.



When to use Hearing Telehealth:

1. Initial Consultation and Hearing Test > In Person
2. Client Decides to Purchase Hearing Technology > In Person
3. Appointment to Fit New Hearing Technology > In Person or through **Hearing Telehealth**
4. 48 Hour Follow up > By phone or through **Hearing Telehealth**
5. Repairs or Servicing to Hearing Technology > In Person
6. Annual Follow-up Appointments > In Person or through **Hearing Telehealth**



What are the benefits?

- **Service:** Get the same high level of care you have come to expect from Connect Hearing, but now from the comfort of your own home.
- **Convenience:** No travel, no traffic, no parking, no waiting: it's as easy as picking up your smart phone.
- **Safety:** Maximize your safety and the safety of our staff when you engage with your Hearing Care Provider using **Hearing Telehealth** technology.
- **Flexible Hearing Care Options:** Enjoy more service flexibility by adding **Hearing Telehealth** to your care options.

