

Oticon Inc.
580 Howard Avenue
Somerset, NJ 08873

Look inside!

Test your knowledge
about sudden
sounds and how
Oticon Real™
can help.

Oticon Government Services
Bi-Annual Newsletter

SUMMER
2023

OTICONECTION



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Oticon is part of the Demant Group.

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Oticon Government Services team in the news

Flag Day benefit race for homeless veterans



On Thursday, June 15, the Oticon Government Services Team led an enthusiastic group of Demant employees and their families on the 2023 Community Hope Flag Day 5K Run/Fun Walk to benefit NJ Hope for Veterans. Our 100+ participants included employees at the VA Lyons, NJ Campus and a virtual team joined us from cities across the US.

We are proud to support VA audiologists working to improve hearing and quality of life for our nation's Veterans. Volunteer opportunities like this create another way for us to show our appreciation for the sacrifices they have made!


Get to know the Oticon Companion app

The new Oticon Companion app combines the practical features of the ON app and the remote programming capabilities of the RemoteCare app into an easy all-in-one solution.

Ask your Oticon Government Services team to send you some of the new Companion app tear pads!

Oticon Companion app

An all-in-one solution




1. From your device, search for "Oticon Companion" in the App Store or Google Play Store
2. Follow the prompts to install the app

Features:

- **Easy adjustment** of hearing aids
- Find hearing aids **when lost**
- **Receive remote counseling** and adjustments via RemoteCare, now conveniently located in the Companion app

Made for iPhone | iPad | iPod

Works with android



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Scan to learn which connectivity solutions your phone supports

★ **PRO TIP:**
Oticon recommends pairing:

Android™ devices through the Oticon Companion app or the Oticon ON app

Apple devices through the Accessibility menu



Oticon is continually testing Android phones to expand our list of confirmed compatible phones! Scan our QR code with the patient's cell phone for a quick and easy compatibility check.

Oticon Real has two new technologies: SuddenSound Stabilizer and Wind & Handling Stabilizer



NEW SuddenSound Stabilizer

Sudden sounds like the clinking of a keyboard or the slamming of a door occur frequently and demand a very different type of processing compared to other kinds of sounds. The SuddenSound Stabilizer in Oticon Real instantly adapts to amplification to keep both soft and loud sudden sounds available, balanced and comfortable, reducing disruption and distraction for your patients.

Features

- Powered by **new detectors** that seamlessly monitor the sound environment
- Can handle **more than 500,000** sudden sounds per day

Performance and benefits

Two recent studies prove that SuddenSound Stabilizer offers Oticon Real users improved speech clarity while reducing the listening effort that occurs in the presence of sudden sounds.

- 22% reduction in listening effort*
- Catches and processes 70% more sudden sounds than technology in Oticon More™**

*Based on a 22% reduced mean pupil size as compared to the highest mean pupil size.
**Santurette, S., Brændgaard, M., Wang, J., & Sun, K. (2023). SuddenSound Stabilizer - Evidence and user benefits. Oticon Whitepaper.

Reduces listening effort by

22%*

Learn more



Real Sound. Real Benefits.

Oticon Real supports the brain with exceptional speed and precision

- Instantly processes complex, unpredictable sounds
- Provides accessibility to more sounds with less disruption
- Ensures that speech and surrounding sounds are not unnecessarily compromised
- Gives the brain access to the full sound scene



NEW Wind & Handling Stabilizer

Traditional hearing aids allow wind and handling noise to enter both microphones, forcing the noise reduction system to attenuate in broader bands. With its Wind & Handling Stabilizer, Oticon Real selects the microphone with the cleanest input, prevents disruptive sound from entering the system, and attenuates remaining noise in the affected frequencies, so patients can stay focused and engaged.

Features

- **Double-patented technology** detects and cleans up wind and handling noise **500 times per second**
- Wind and Handling Stabilizer is **frequency and ear specific** and is **implemented immediately**, allowing the brain to process the full sound scene the way it's intended.

Performance and benefits

- Wind & Handling Stabilizer offers an overall more comfortable listening experience, with better access to speech in windy environments compared to Oticon More.***

***Gade et al. (2023). Wind & Handling Stabilizer - Evidence and user benefits. Oticon Whitepaper.

True or False?

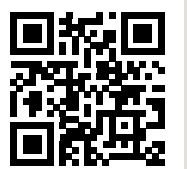
Take this quiz to see how much you know about the experience of sudden sounds and how Oticon Real can help.

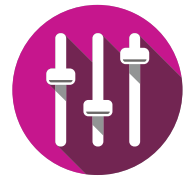
- 1 **True** Sudden sounds occur hundreds or thousands of times an hour and tend to take attention away from what someone is doing.
 False
- 2 **True** Typing on a keyboard is a sudden sound and can distract hearing aid wearers.
 False
- 3 **True** Wind noise can rise to 116 dB SPL over microphones in BTEs when wind reaches 26 mph.
 False

- 4 **True** 42% of hearing aid wearers are dissatisfied with their hearing aids in windy situations.
 False
- 5 **True** Wind only affects frequencies below 1500 Hz.
 False
- 6 **True** Wind can cause noise-induced hearing loss.
 False

- 7 **True** Only 2 out of 10 hearing aid wearers are affected by sudden sounds daily.
 False
- 8 **True** Sudden Sound Stabilizer can reduce listening effort by 22%.
 False
- 9 **True** SuddenSound Stabilizer in Oticon Real only addresses loud sounds.
 False

Check your answers,
scan this QR code!





New data paints a clearer picture of your patients' listening environments

Based on audiologist input, Oticon has added two new tools in the Datalogging screen of Genie 2 | 2023.1!

These tools provide a fuller understanding of a patient's typical listening environments and how they are engaging in those environments. These new tools were designed to support counseling efforts with patients. Providing more detailed information allows for more patient centered care and counseling and can help to involve the patient in their treatment plan and goals.

The Environments Tool

The new Environments tool indicates the percentage of time patients spend in different environments (Simple, Moderate and Complex), measured in periods that start each time they connect the devices.



Simple environments

Quiet office, library, living room, 1-to-1 conversation



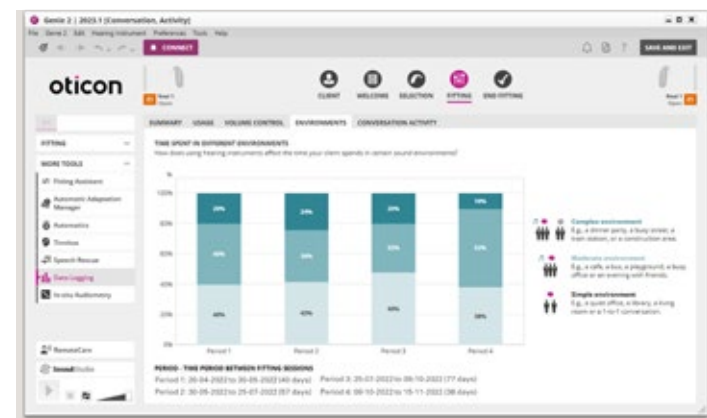
Moderate environments

Café, bus, playground, busy office, evening with friends



Complex environments

Dinner party, busy street, train station, construction area



Counseling tips

- During a follow-up appointment, review environments with the patient to learn about their experiences with the hearing instruments so far.
- Show patient how often/seldom they are in various environments.
- Bring awareness that they may avoid certain listening situations and help to challenge them to return to these active environments.

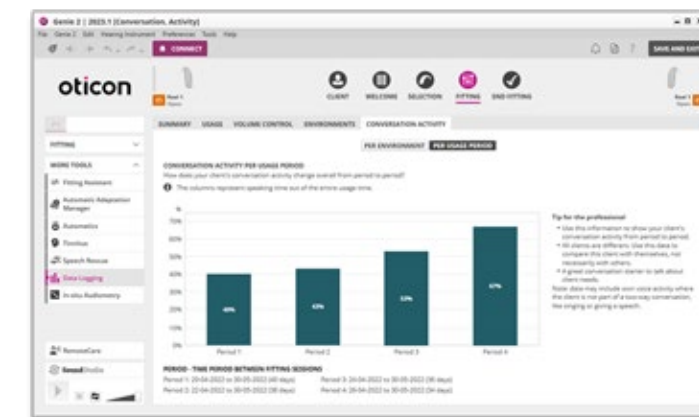
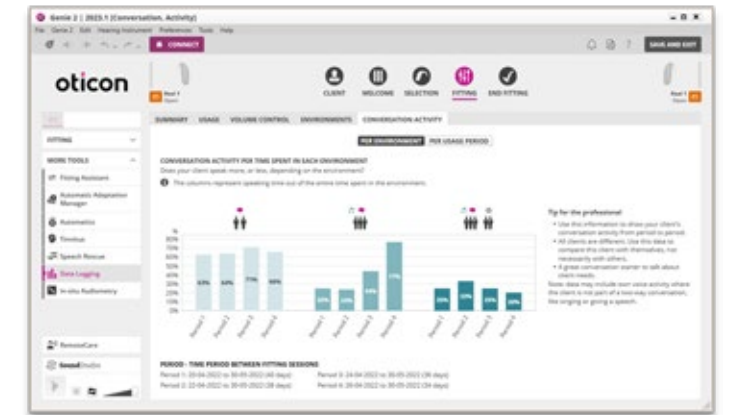
The Conversation Activity Tool

The Conversation Activity tool monitors how a hearing aid wearer is engaging in different sound environments. It is based on the premise that the more engaged the user is, the more they are thriving with their hearing aids. New detectors in the hearing aids register modulated signal activity at a distance of 4 inches from the devices, which is believed to adequately reflect the users own voice. The instruments do not have recording capabilities, so the data is only analyzed. This information is then logged in the context of a sound environment.

The **Per Environment view** displays how much the hearing aid wearer speaks in each environment. Each column represents the percentage of time speech is detected and logged by the hearing aid.

Counseling tip

The Per Environment view can be used to encourage patients to engage more often in various environments.



The **Per Usage Period view** shows how the patient's conversation time changes over multiple periods.

Counseling tip

The Per Usage Period view can be used to determine if a user is becoming increasingly engaged as they get used to their hearing aids.

Meet Purvi Shelat

Government Services Data Entry Team Lead



What is your role?

As the government services data entry lead, I collaborate with different departments and individuals to coordinate the various aspects of data entry. I reinforce new entry processes, such as firmware updates, and keep our management team informed of daily staffing and system changes.

How did you become a member of Oticon Government Services?

My journey with Oticon began 22 years ago in March 2001 as a commercial data entry operator. I spent 14 years working in the commercial side of the business, including three years dedicated to VA data entry. In 2015, I transitioned to the Government Services team.

What do you like most about your job?

I am very proud to be a part of this dedicated, valuable and caring team that works so hard to provide the best products and service to our Veterans. To me, my job is very meaningful and satisfying, and I'm so happy and proud to give back to those who have risked their lives and selflessly served our country.

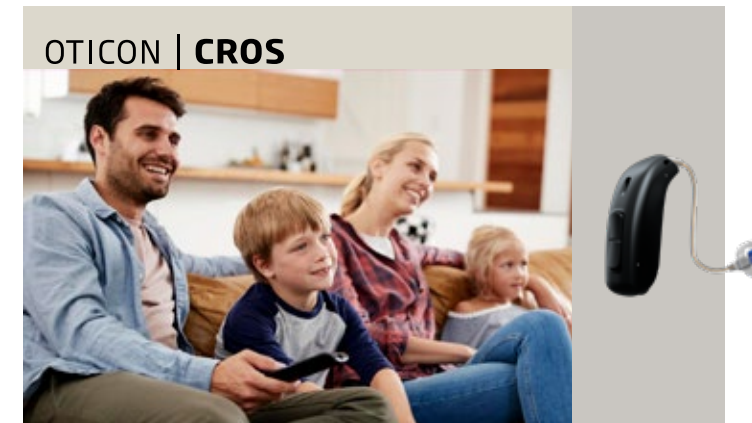
Who are you outside of work?

I am a wife and a proud mom of a 12-year-old daughter. My husband and I are celebrating 25 years of our happily married life together. My family is my first priority and holds my happiest moments.

My daughter is currently in middle school and has had many wonderful achievements, such as being a straight honor roll student as well as having one of her drawings selected to be displayed at the Board of Education.

My daughter and I enjoy spending quality time together, especially shopping, which is an all-time favorite pastime! Aside from shopping, we both love drawing and playing badminton. I have a big and loving family, scattered all around the world in India, the USA, Australia, England and Canada.

Oticon offers solutions for everyone!



We are here to support you and your patients.

Oticon Government Services 877.310.9681

Patient Support Hotline 855.400.9766

Accessories



ConnectClip

EduMic

Remote Control

TV Adapter

Phone Adapter

BT-D800BT dongle