

Log It All

A how to guide

The following is a how to guide for using Log It All and interpreting the information.

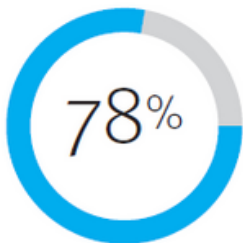
What is Log It All?

Log It All uses data and easy-to-understand visuals to show a breakdown of your client's listening environments, and outlines how well each technology level will support their individual needs.

Sharing this data with clients helps build trust and makes it much easier to recommend higher technology levels, when appropriate, while minimising the stress of trying to sell.

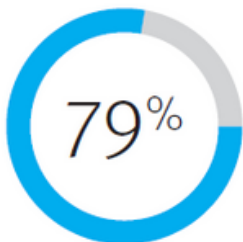
It makes it a partnership, not just a transaction.

Why Log It All is helpful



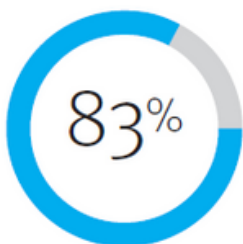
Reported that it enabled proactive counseling

This highly rated counseling tool can be used with Unitron hearing instruments to support and validate your technology recommendations.



Reported that they fit higher technology levels

By making recommendations based on data, it's easier to match and explain the performance level needed for a clients unique listening lifestyle.



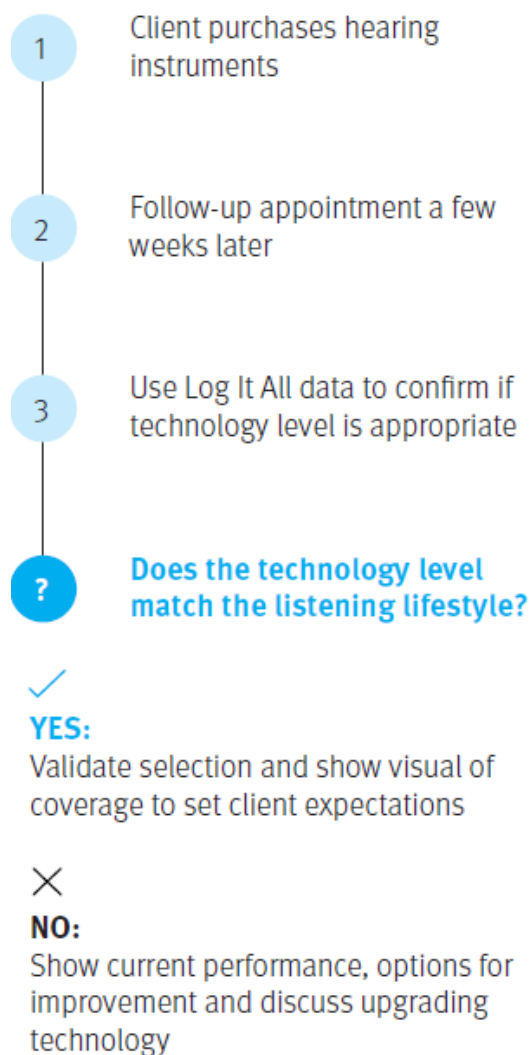
Reported increased confidence when making a technology recommendation

Using this tool helps to build trust and confidence with clients and takes their personalised hearing care experience to the next level.

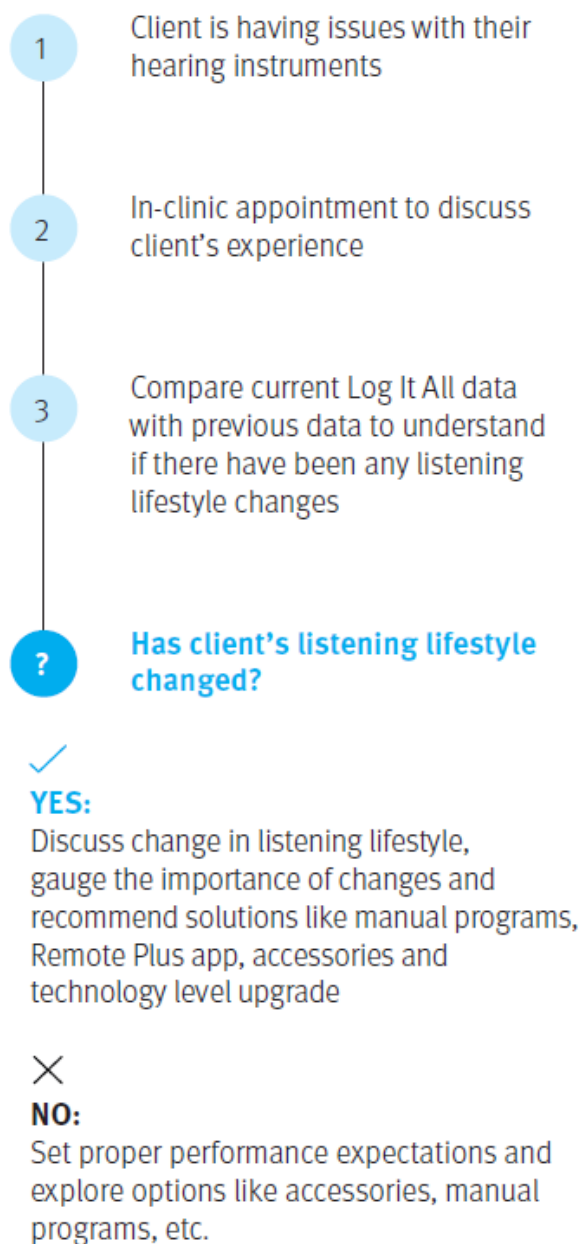
FLEX Forward Pilot Study, 2018

When to use Log It All

Confirm technology level



Troubleshoot client issues



Talking points to help guide the conversation

Introducing Log It All data:

“At your last appointment, I mentioned that these hearing aids can analyse the different types of listening environments that you spend time in. I would like to take the next 5-10 minutes to review this with you so we can see how optimised your current technology level is based on your listening lifestyle and needs.”

Probing further to understand and match your client's experience to the Log It All data:

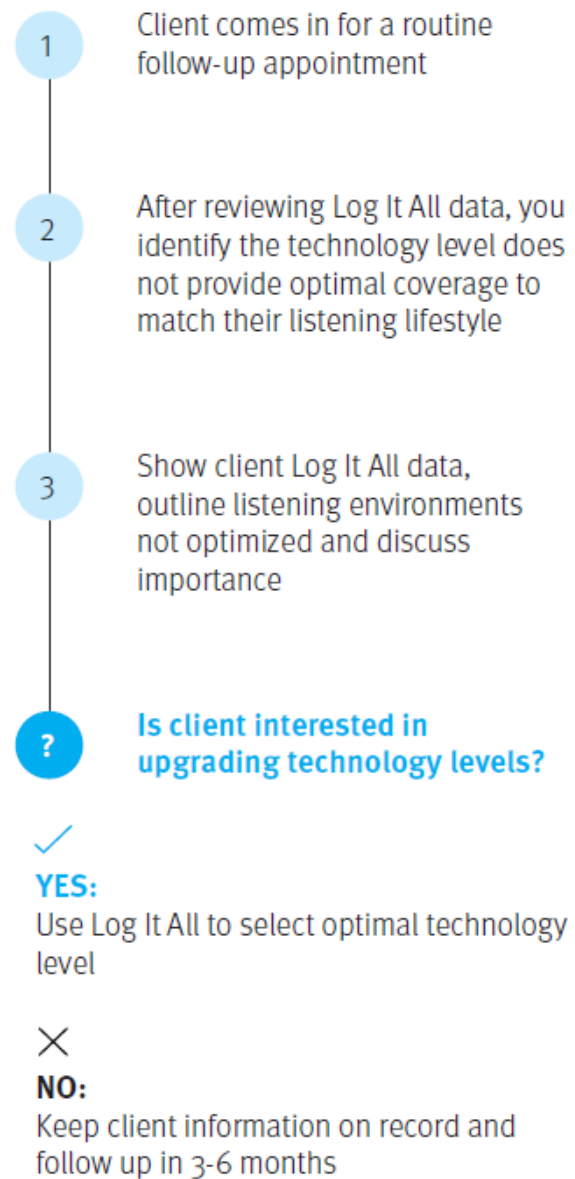
“I remember you saying that hearing better during _____ was really important to you. The data shows you spend a considerable amount of time in this listening environment. Were you able to notice a difference in this situation since the last time we spoke?”

When to use Log It All

With FLEX:TRIAL™



With FLEX:UPGRADE™



Talking points to help guide the conversation

Making a technology recommendation/change:

“Based on the data we reviewed together, what technology level do you think is best for your listening lifestyle?”

“From what the data shows, and from what you’ve told me is important to you, my recommendation is that technology level ____ would best meet your needs.”

“If you decide to select this technology level, you understand that this won’t feature the technology that responds to speech coming from (behind/the side)? Are you fine with making that sacrifice? As long as you know what you’re getting and what you’re missing, I know you’re making the right decision for you.”

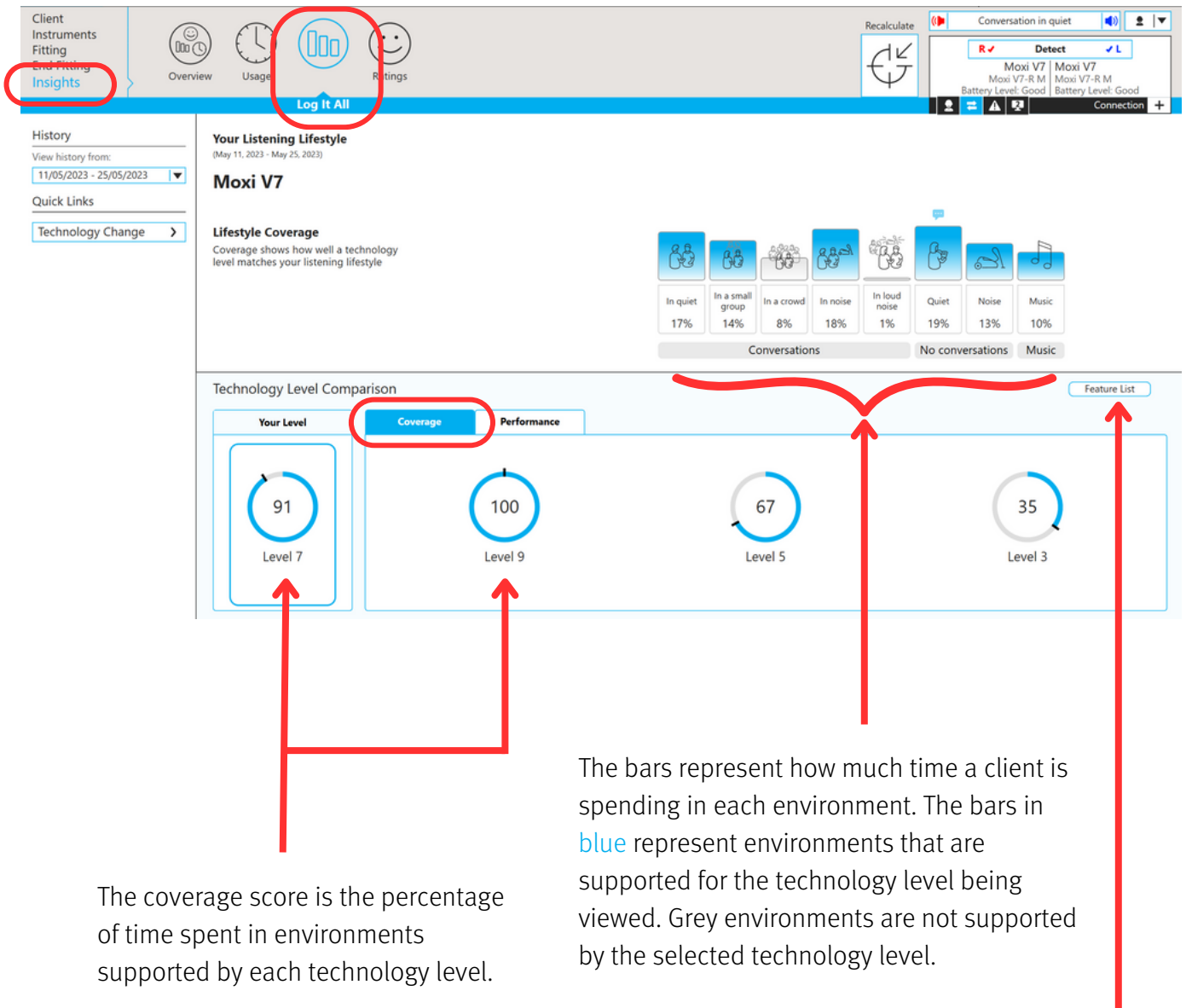
Interpreting the information

Log It All data can be found in TrueFit and is updated when the hearing instruments are connected. The data is now also available to clients through the Remote Plus app.

Connect the hearing instruments to TrueFit > Insights > Log It All

Coverage

Coverage shows how well a technology level matches your listening lifestyle

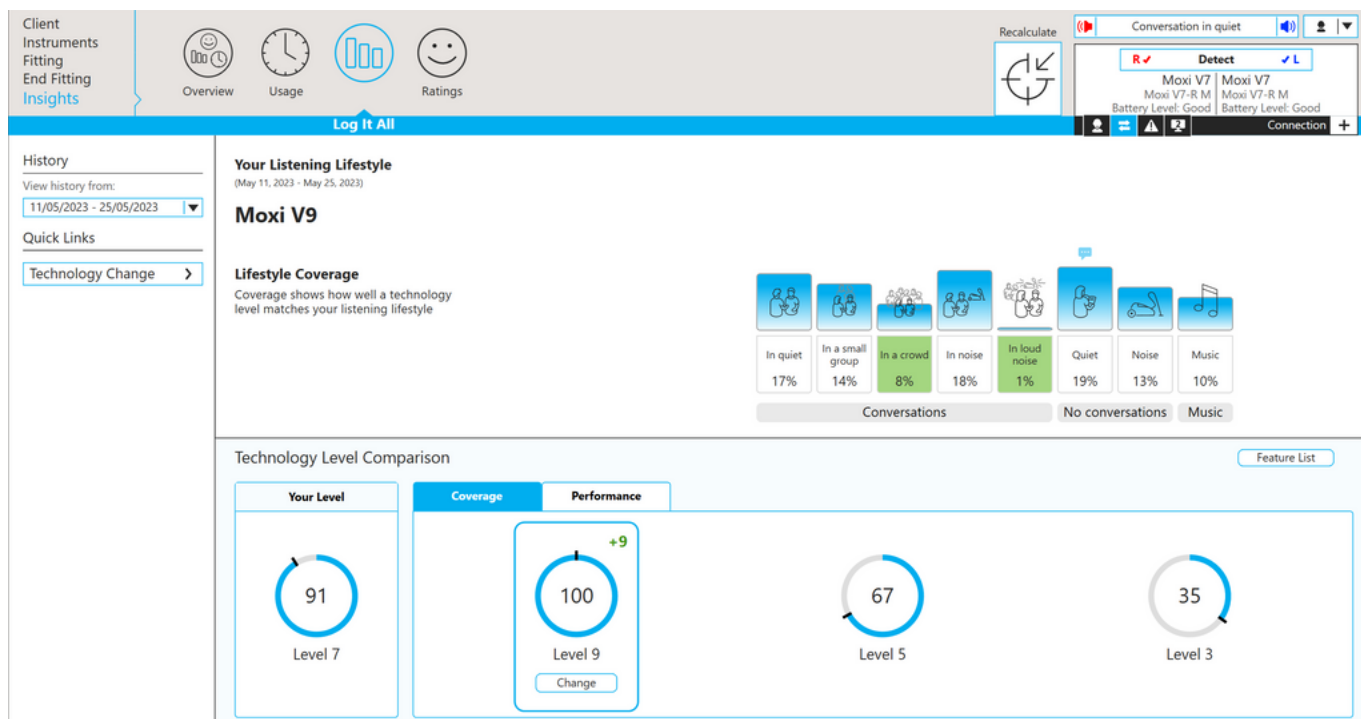


The coverage score is the percentage of time spent in environments supported by each technology level.

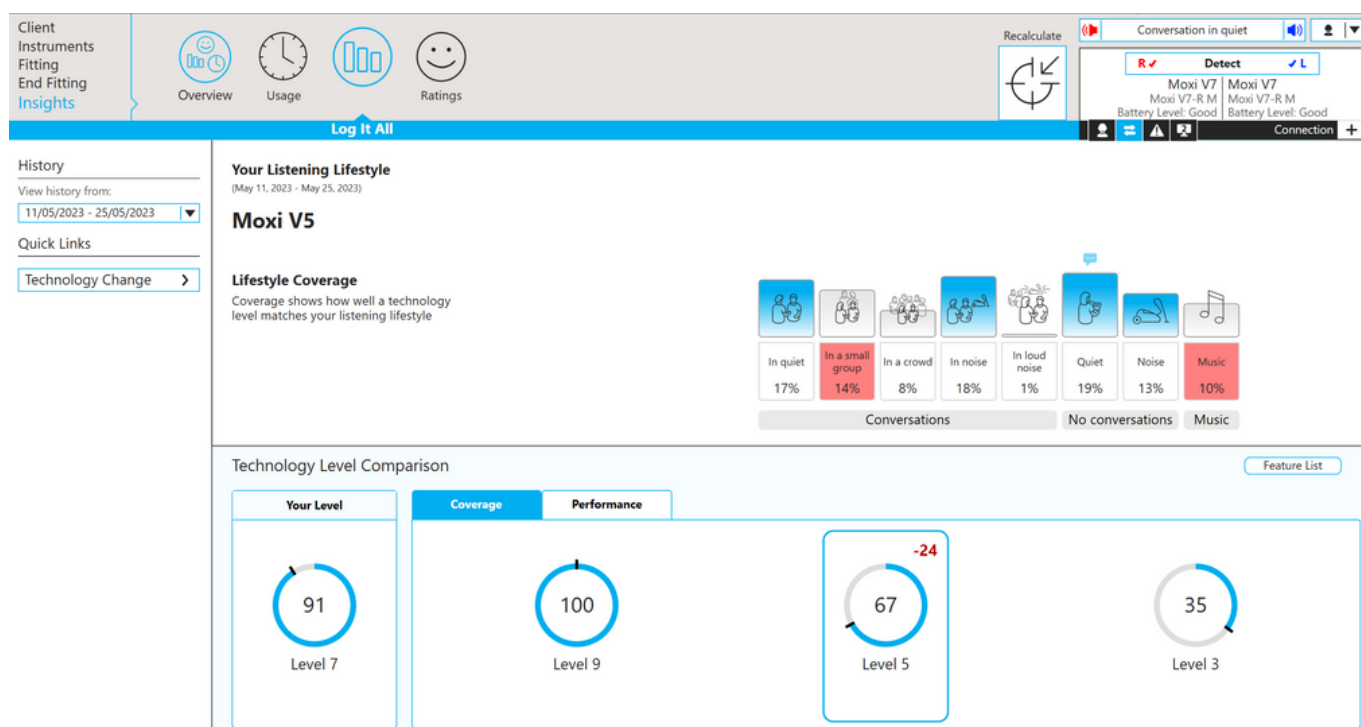
The bars represent how much time a client is spending in each environment. The bars in blue represent environments that are supported for the technology level being viewed. Grey environments are not supported by the selected technology level.

TIP: click Feature List to see a comparison overview between the current technology level and the new technology level, including what is gained and lost.

To demonstrate the difference between technology levels, click on a higher technology level. This will show the coverage gained by changing technology level, in this example it is +9. The environments that are gained are coloured in green.



To demonstrate the difference between technology levels, click on a lower technology level. This will show the coverage lost from changing technology level, in this example it is -24. The environments that are lost are coloured in red.



Review this information with your client

Review

Highlight the largest bars to your client as they represent where they are spending most of their time. Ask specific questions to relate this information to the client's actual life and the challenges they identified at the first appointment.

If applicable, show your client the environments that are not included at their technology level to make sure they have appropriate performance expectations.

Show the coverage score and confirm if this aligns with your client's experience so far.

Tips and talking points

"I remember you said that hearing your grandchildren at family gatherings was a challenge for you. This is a 'conversation in a crowd' and you are spending a lot of your time in that kind of situation. How did you feel the hearing aids performed in that type of situation?"

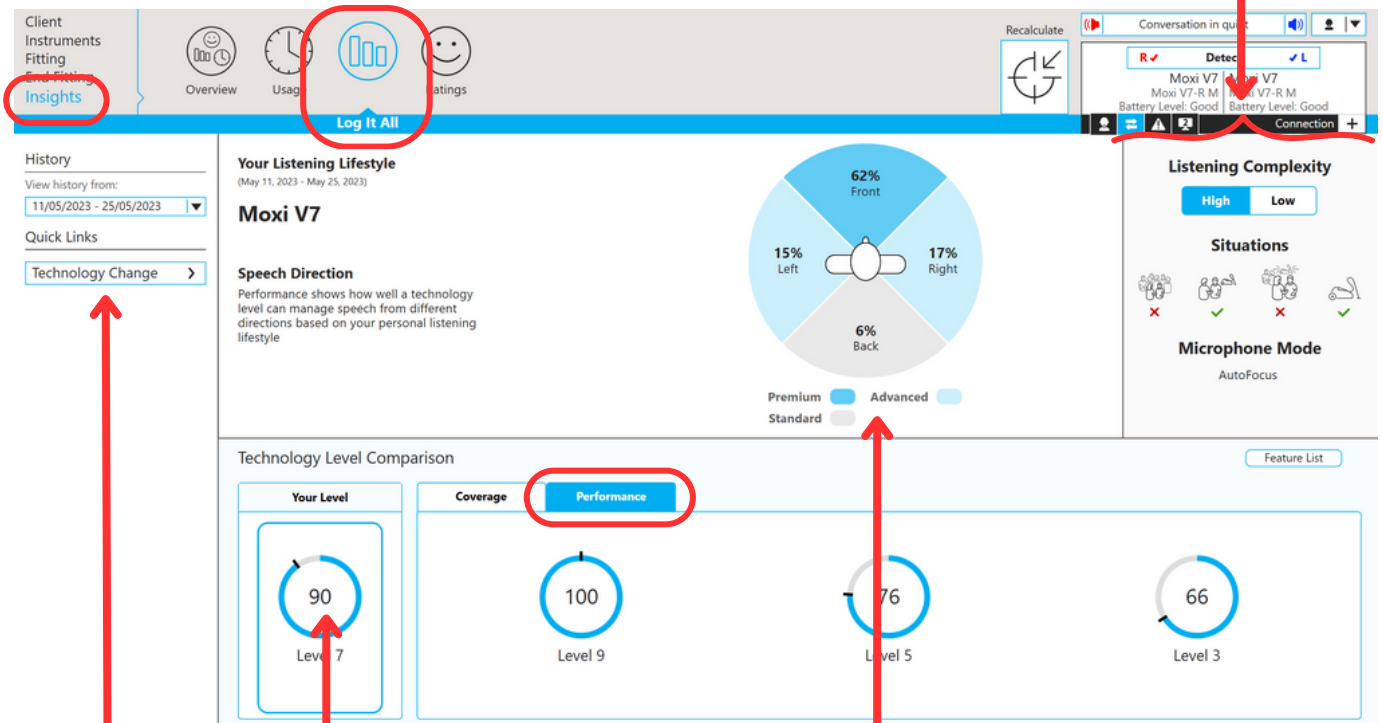
"As you can see, based on your current technology level you do not have automatic coverage for 'conversations in noise' and you're currently spending ____% of time in that environment. Are you comfortable with this?"

If you feel your client is under-purchasing for their lifestyle, let them know that there is always an opportunity to upgrade technology levels with FLEX:UPGRADE. This can really help to give a client the confidence that their hearing solution will continue to meet their needs now and into the future.

Performance

Performance shows how well a technology level can manage speech from different directions based on your personal listening lifestyle. Performance also shows how well a technology level provides awareness of speech and other sounds.

Toggle between high and low complexity to see the speech direction and sound awareness capability, as well as the relevant listening environments and the corresponding microphone mode.



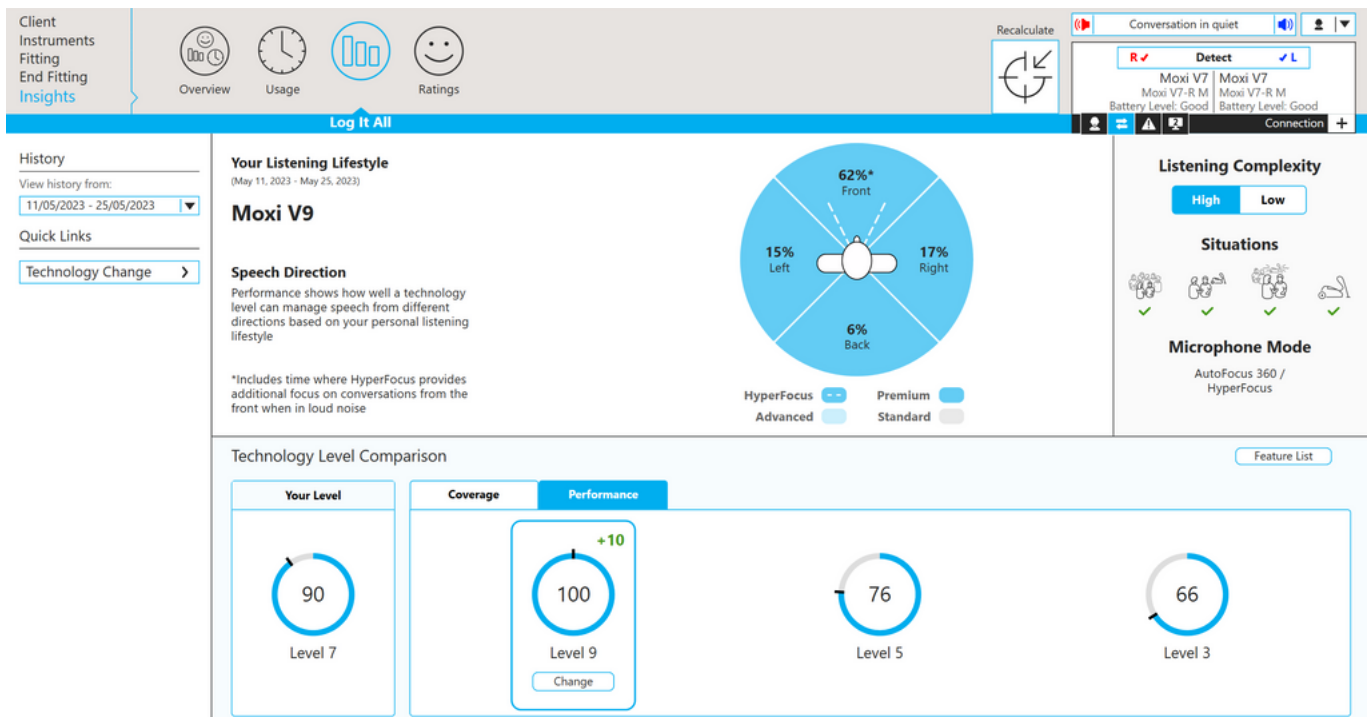
The performance score is derived from:

1. Time spend in high vs. low complexity environments
2. How often speech is coming from different directions when in complex listening situations
3. Features available at each technology level

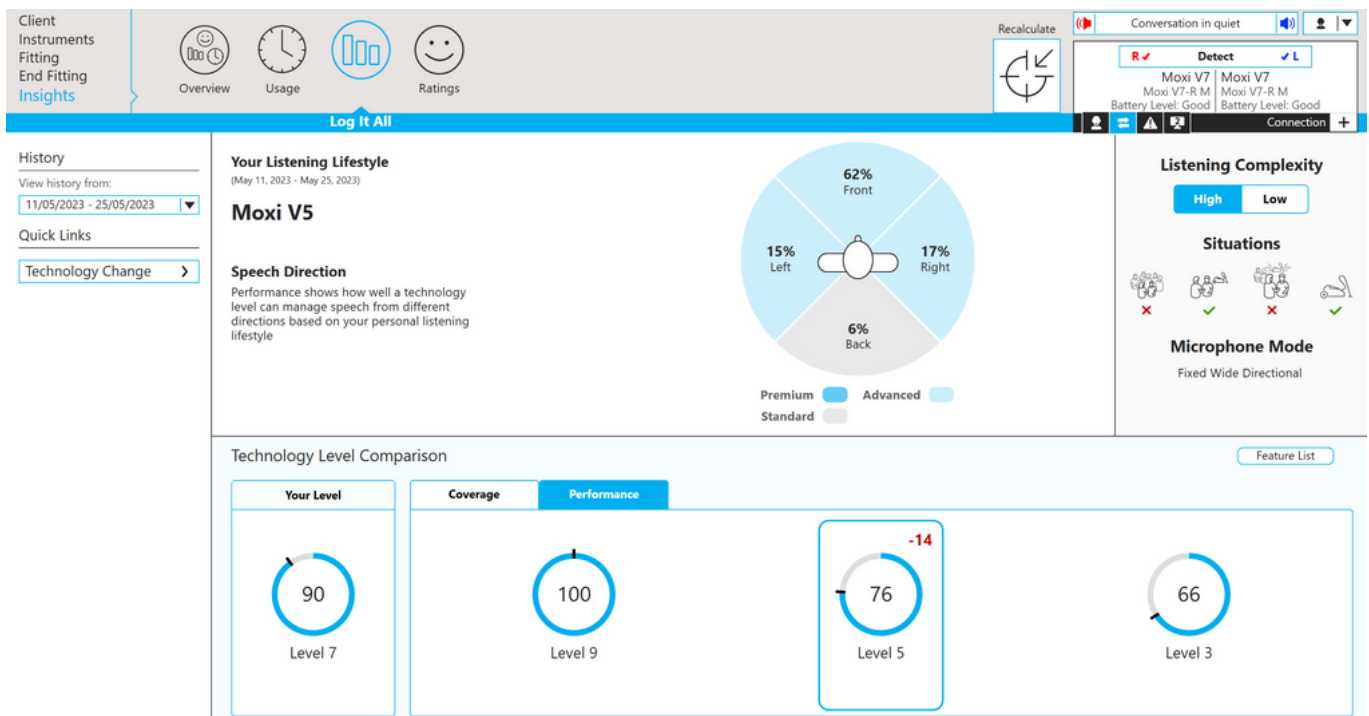
Percentage of time where speech is coming from the back, left, ride and front, and how advanced the microphone modes for each segment are at this technology level.

TIP: If the client opts to change their technology level, you can click here to start the technology change process.

To demonstrate the difference between technology levels, click on a higher technology level. This will show the performance gained by changing technology level, in this example it is +10. You will see the change in microphone modes and how advanced each is for speech from the front, back and sides. In this example the high complexity microphone mode is Autofocus 360 and HyperFocus when in loud noise (premium for front, back and sides).



To demonstrate the difference between technology levels, click on a lower technology level. This will show the performance lost by changing technology level, in this example it is -14. You will see the change in microphone modes and how advanced each is for speech from the front, back and sides. In this example the high complexity microphone mode is fixed wide directional (advanced for the front and sides and standard for the back).



Review this information with your client

Review

Start by explaining that in high complexity situations the upper circular image shows the level of performance relevant to the direction speech is coming from. Then move to show performance in low complexity situations.

Review the performance score for the current technology level.

Confirm if data from the current technology level aligns with your client's experience and their overall needs. If not, click on higher technology levels to show them what could be gained and how they could enhance their experience.

Tips and talking points

“Based on your current technology level, you can see that when you're in a high complexity listening situation, you have optimal performance for (speech from the front) , which in your case occurs ___% of the time. For less complex situations you have premium performance, which is good. How does this line up with your experience so far?”

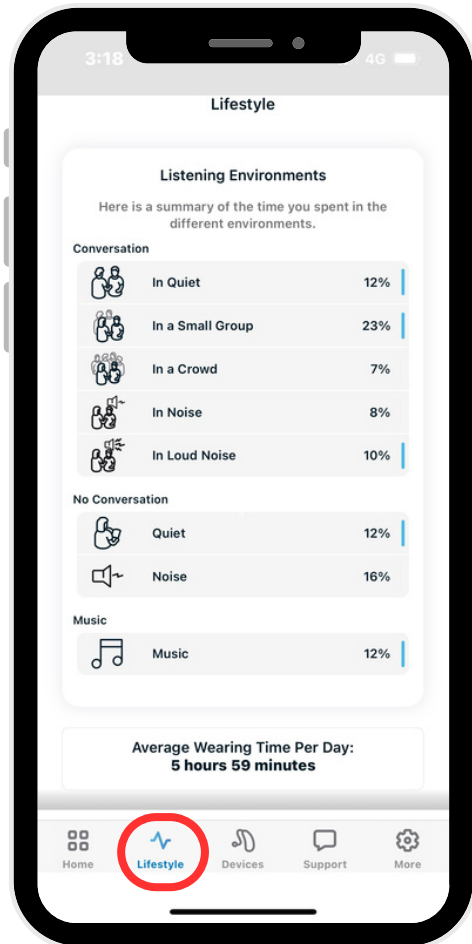
“This score tells us about the performance of the features available (e.g. microphone mode) and time spent in high versus low complexity environments at your technology level.”

“Now that you've seen all the data about how your hearing aids are working for you, are you satisfied with your current technology level? We could see that speech is coming from other directions a considerable amount of time. Can you tell me more about these situations?”

Log It All information in the Remote Plus App

Log It All information is now available in the Remote Plus App 5.0.

The Lifestyle tab takes you to a scrollable screen where to view lifestyle data as tracked by the hearing instruments. It shows hearing aid wearing time, Listening Environments information as well as other physical activity data.



Time spent in the different environments as detected by the hearing aid(s).

Environments with the blue line beside them represent environments that are supported at the technology level.

For more information:

[Unitron Remote Plus App user guide](#)

[TrueFit user guide](#)