

Patient name: _____

Date: _____

DOB: _____

Contraindications

- Has the patient ever had radiation therapy to the head or neck? Yes No
- Does the patient have any middle ear conditions (TM perforation, cholesteatoma, PE tubes)? Yes No

Noteworthy Considerations

- Does the patient need regular MRI testing? Yes No
- Does the patient regularly swim underwater? Yes No
- Does the patient scuba dive or sky dive? Yes No
- Does the patient have any skin sensitivities? Yes No

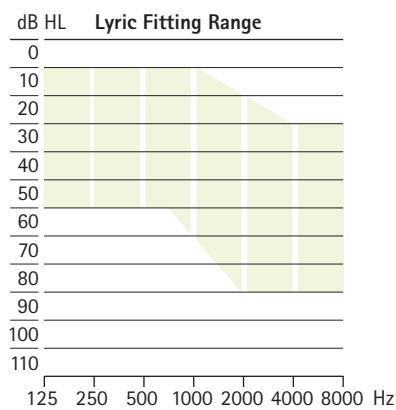
Medical Clearance Suggested

- Does the patient have diabetes? Yes No
- Does the patient take prescription anticoagulant medication? Yes No
- Does the patient have a compromised immune system (chemotherapy within the last 6 months, lupus, HIV, etc)? Yes No
- Does the patient have a bleeding disorder (hemophilia)? Yes No
- Does the patient have an implantable medical device? Yes No
- Is the patient under the age of 21? Yes No

Based on the above, can the patient wear Lyric?

- Yes No, due to: _____
- Obtaining medical clearance due to: _____
- Physician name/discipline: _____

Audiogram



Lyric Sizing

	Right	Left
Measured insertion depth (mm)		
Achieved insertion depth (mm)		
Device size		
Lubrication used		
Cerumen removed		

Lyric First Fit Checklist

- Validate comfort, feedback, and sound quality (make adjustments as necessary)
- Show patient counseling video/highlight link to view at home
- Give patient new Lyric Fitting Kit (show medical alert card, Lyric user guide and MyLyric registration card)
- Show SoundLync removal tool and instruct patient on use
- Discuss topics of itching, water, sleeping, MRIs, and what to do if device is weak, dead, or has unusual sounds
- Let patient know how to reach you if there are any issues
- Provide guidance on the expectation for refit appointments
- Schedule a 1-week follow-up appointment
- Prepare patient for a phone call or email within 24 hours

Preferred Method and Time to Contact:

Lyric Initial Consultation Guide

Introduction/Patient Discovery

Introduce yourself and what to expect in the appointment

- Discuss the practice and your personal credentials
- Review the next steps and goals of the appointment
- Assure the patient you are a partner in the journey of finding the best solution for better hearing

Understand your patient's motivation for the appointment

- Assess your patient's needs. In which three areas would they like to see improvement?

Evaluation

Determine hearing aid candidacy (Lyric or otherwise) to drive your strong product recommendation

- Review Lyric Candidacy questions (front page)
- Inspect the ear canals. Determine if cerumen removal is necessary and consider the size and shape of the ear for Lyric placement
- Perform audiological evaluation according to state regulations for the purposes of fitting hearing aids. Show the patient the blank audiogram where you will record the results
- Following the audiological evaluation, continue to evaluate for Lyric if it continues to be a recommendation at this stage. Size the ears with length and device sizers as directed in the training protocol

Hearing Evaluation Review

Involve and engage the patient in understanding the results of the hearing evaluation

- Ask the patient how they felt the testing went and allow the patient to review the audiogram prior to explaining the results
- Using their response and their previous reasoning for making this appointment, review the results of the hearing evaluation

Product Presentation

Provide patient with basic overview of solutions available in your clinic

- Describe daily wear vs extended wear products with benefits relating to the patient's lifestyle and their motivation for the appointment
- Briefly describe any solutions that are not appropriate for the patient with the reason for their contraindication

Provide a strong recommendation for the best hearing solution for the patient given their ear canal shape and size, hearing loss, medical history, and lifestyle

- Make a strong recommendation for Phonak daily wear or Lyric extended wear solution with lifestyle needs as specific support

Lyric Fitting

Fit and initiate the Lyric trial

- Select appropriate devices from stock, enter serial numbers and program in Target software
- Place Lyric devices to measured insertion depth

Lyric Counseling

Educate patient on proper use and care for Lyric and set expectations for the trial period and subscription

- Refer to Lyric First Fit Checklist on the front page