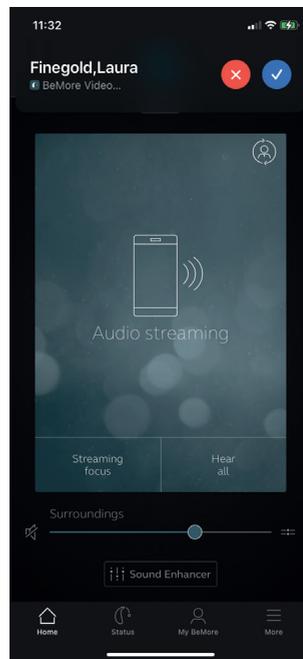


How to attend a remote consultation with your Audiologist

Please ensure you have followed all of the steps in the “How to prepare for a remote consultation with your Audiologist” document in advance of your remote appointment.

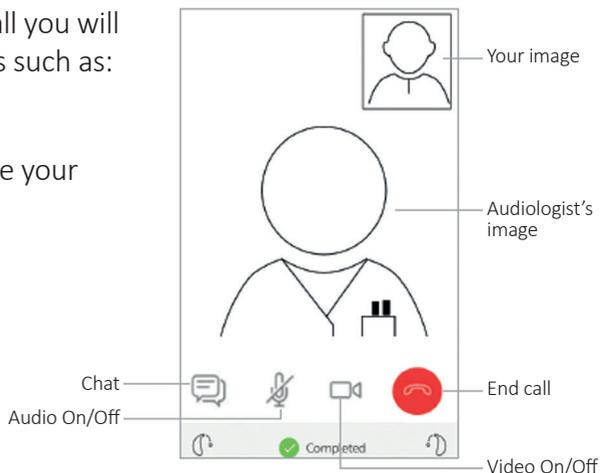
You will need to be in an area with a strong, stable internet connection. When your Audiologist starts the consultation you will be able to answer their call by either clicking on the accept button or opening the BeMore app.



How to attend a remote consultation with your Audiologist (continued)

Once you have answered the call you will have access to multiple features such as:

- a chat function
- the option to mute or unmute your own voice
- enable or disable your video
- to end the call.



Please follow the instructions from your Audiologist throughout the call whilst they connect to your hearing aids and make any necessary adjustments. Do not try to use any other apps on your phone during the consultation.

Once the consultation has ended, your Audiologist will end the call. Do not end the call until you have been informed that any changes to your hearing aids have been saved.

If for any reason you lose connection during the call do not worry. Your Audiologist can call you back and save any necessary changes to your hearing aids.



For further support, scan the QR code or visit our patient support portal at: danalogic.co.uk/patient-portal