

Teleaudiology Guidelines Consumer Information

Everyone's hearing care needs are different so the following information is general. To find out if teleaudiology is a good option for your hearing care, talk to a hearing care professional.

Teleaudiology can be a useful way to access hearing care – for yourself or someone you care for.

It involves connecting with a hearing care professional in another location by video call, phone call, email or an App.

You can expect the same high quality hearing care from teleaudiology as you get at an appointment in-person.

Teleaudiology is often used in combination with in-person care. For example, you may have a hearing assessment in-person and follow up hearing care by teleaudiology.

Most hearing care can be provided by teleaudiology, including adjusting a hearing device, counselling or managing tinnitus and other hearing disorders. Sometimes, a trained assistant is involved to do technical tasks for your hearing care professional, such as inserting a probe to look inside your ear.

Teleaudiology can be a convenient option for people who find it difficult to go to a clinic because they

- live a long way from the nearest hearing clinic
- have family or work commitments
- have health or mobility issues.

Teleaudiology allows your hearing care to be provided at a location and time that's convenient for you - at home, work, or any quiet place with a stable internet connection.

All you need is the use of a computer, laptop, tablet or smart phone. You don't need new or special devices for most services, some however may require your smartphone to be compatible with your hearing devices which your Audiologist can discuss with you.

Video calls are ideal. They allow everyone to see each other, making it easier to build a relationship. Many video call platforms offer automated captions to support clear communication.

You can choose to involve others in your teleaudiology appointment, such as family members, a speech pathologist, an interpreter or support person, wherever they are – at work or on the other side of the country.

Here are some questions to ask a hearing care professional about teleaudiology. Remember, it's your choice to take up teleaudiology if your hearing care professional recommends it.

- a. Do you offer teleaudiology?
- b. Is teleaudiology an option for my hearing care?
- c. Will you deliver my hearing care by teleaudiology, or will I have to see someone else?
- d. What will happen during a teleaudiology appointment?
- e. How do I tell you if I can't hear or feel uncomfortable in the appointment?
- f. Is my personal and health information safe when using teleaudiology?
- g. How will you make teleaudiology work for me using my existing phone, computer, or laptop?
- h. Is my current smart phone or tablet compatible with my current hearing devices for teleaudiology?
- i. Will a teleaudiology appointment cost me more than an in-person appointment?

Definitions

Appointment – a consultation or meeting with your provider, in-person or by teleaudiology

Hearing care – for a range of hearing conditions such as hearing loss, tinnitus and balance problems. Different kinds of care include hearing loss assessment, rehabilitation, getting a hearing device, communication strategies etc.

Hearing health care professional – a qualified Audiologist or Audiometrist

In-person – you and your hearing health care provider are together in the same physical location

[Audiology Australia](#) – a peak professional association representing more than 3,000 Audiologists in Australia. Audiology Australia enables Audiologists to deliver the highest standards of person and family-centred care and provides professional accreditation for Audiologists