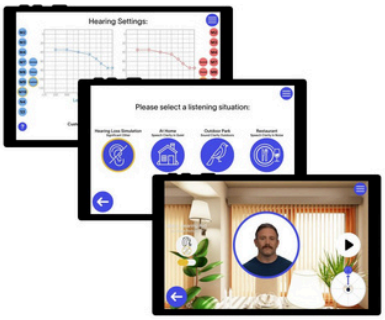

Engage Implementation Guide | **Full Consultation (Appt. Type 1)**

Use case: A new patient has completed a full hearing assessment. The Engage consultation takes place after hearing loss counseling and before treatment conversations.

Phase 1 - Discovery (2 minutes)

Clinician to patient: "Before we move into the next part of today's visit, I'd love to hear from you directly. If you could hear better in three situations, which situations would you prioritize?"

> **Action** | Listen without interrupting. Note the specific situations they name. Potential common themes: Noisy restaurants, gatherings, conversations with family, phone calls, group settings.

Clinician to companion: "How about you? Where would you like to see [the patient] hear better?"

> MI Note | The above questions invite the patient and companion to articulate their own reasons for change. This is far more motivating than simply being told about better hearing potential.

Phase 2 - Reflection Bridge (1 minute)

Clinician: "Okay, so it sounds like hearing better in [their situations] is really important to you. What I'd like to do right now is give you the opportunity to experience what better hearing could be like for you in some of those challenging listening situations first-hand."

Clinician: "Before you do that — is there anything else you want to make sure I know about your hearing goals?"

> **Action** | Pause and listen. Then move forward.

Clinician: "Okay, ready to get started with better hearing?"

> MI Note | The patient is now choosing to step into the demonstration. "Better hearing" (not "product demonstration") keeps focus on their outcome.

Phase 3 - Engage Setup (1-2 minutes)

Clinician to companion "Before [patient's name] starts, I want to give you something meaningful. This hearing loss simulator is going to let you hear what [his/her] specific hearing — what their world really sounds like. A lot of companions tell me this helps things click for them. Then you'll both experience what better hearing sounds like together."

Clinician to patient: "We're going to use this tablet and headphones to listen through a few real-world situations. For example, a quiet room, an outdoor settings, and a noisy restaurant. The audio is personalized to your specific hearing, based on your results today.

In each scene, you'll listen first with your own hearing, then press this button to hear today's advanced hearing aid technology. I encourage you to toggle it on and off a few times in each scene so you can really hear the difference."

> **Action** | Demonstrate the play button and toggle before handing over. Enter audiogram and accept recommended settings.

Phase 4 - Running the Engage Demo (5 minutes)

> **Action** | Hand tablet to companion first. Let them listen briefly with normal hearing, then:

Clinician to companion: "Go ahead and press the button on the left — that's what [he/she] hears." (Pause for a few toggles.) "You can see why some situations have been harder than they might look."

Action | Hand tablet to patient. Select Scene 1 (quiet room).

Clinician to patient (Scene 1): "Press play, listen for a moment with your own hearing, then hit the button to turn on the hearing aids. Toggle it on and off a few times."

Action | Give them a moment to explore the quiet room, then, demonstrate how they can switch to Scene 2 (outdoor environment).

Clinician to patient (Scene 2): "Now transition to the next scene. Try rotating the tablet — you can hear the sound in 360 degrees."

Action | Move onto Scene 3 (noisy restaurant).

Clinician to patient (Scene 3): "This is the one I really want you to pay attention to. It's the noisy restaurant, and it's going to compare a standard level of hearing aid technology to what today's most advanced tech can do. Go ahead and press play." (Pause). "Now turn it on and notice what happens to the voice in front of you."

Phase 5 - Post-Demo Reflection (3-5 minutes)

Action | Remove headphones. Take tablet back.

Clinician: "What did you two notice? Can you tell me more about that?"

Action | Listen fully. Reflect back.

Clinician: "Based on what you just experienced, can you imagine a world where you could hear more clearly in [their top situations]? What would that be like for you?"

MI Note | This line moves the patient to look toward their future. They are now describing a life they want.

Closing bridge: “What you just heard is what today’s hearing aid technology is capable of. It’s worth knowing that treating hearing loss is a process that involves re-training your brain’s ability to process sound normally again. Before we move on, what questions do you have?