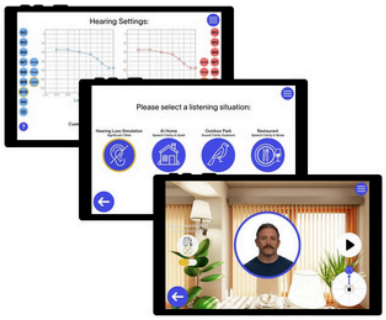


# Engage Implementation Guide | Screening (Appt. Type 2)

**Use case:** The patient is interested in a brief hearing screening and could potentially need further assessment. The goal is to motivate them to book a Full Hearing Assessment (FHA) before they leave.

## 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 - Hearing Screening (5 minutes)

**Clinician to patient:** "Let's go ahead and run the hearing check now. This will give us a picture of how your ears are currently working, and we'll use those results in what comes next."

> **Action** | Complete standard screening protocol. Confirm audiogram results for the demo.

**Clinician to patient:** "Based on what I'm seeing here, there is some hearing loss present — and the pattern tells us something about which situations are likely to be the most challenging for you. What you described earlier — [their situations] — is very consistent with what I'm seeing in these results."

> MI Note | Connecting the screening result to what the patient already named.

## Phase 3 - 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.

## Phase 4 - Companion Moment (Time-dependent)

**IF COMPANION PRESENT AND TIME PERMITS: run hearing loss simulation.**

**Clinician to companion:** "Before [patient name] starts, I want to give you a moment that I think will be meaningful. This simulator lets you hear what [his/her] world actually sounds like as it's personalized to [his/her] specific results from the screening we just did."

**IF TIME DOES NOT PERMIT: try the following companion-forward hook.**

**Clinician to companion:** "At the full appointment, you'll actually get to hear what [his/her] hearing sounds like — we'll run a personalized simulation so you can experience it together. It's really worth being there for."

> MI Note | Whether the companion experiences the simulation today or not, they now have a compelling reason to attend the Full Hearing Assessment.

## Phase 5 - Running the Demo

**Clinician to patient:** "We're going to listen through a few real-world situations using this tablet and headphones. The audio is personalized to your specific hearing results. In each scene, listen first with your own hearing — then press this button to hear what today's advanced hearing aid technology sounds like for you. Toggle it on and off a few times in each scene."

> **IF TIMING IS TIGHT, skip straight to Scene 3 (restaurant scene).**

> **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 6 - 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?

**Action** | Listen and address their questions.

**FHA close:** "The next step I'd recommend is a full hearing consultation. That's where I can get a much deeper understanding of your context and goals, complete a comprehensive hearing assessment so we understand everything that's happening with your hearing, and give you my unbiased recommendations based on what I find. Does that feel like a reasonable next step?"