



Immersive Engage Clinician Training

Screening → Full Hearing Assessment Use Case

Phase 1: Discovery (Pre-Screening)

Ask your patient:

“If you could hear better in three situations, what would your top priorities be?”

Ask the companion:

“How about you - where would you love to see [him/her] hearing better?”

Phase 2: Screening & Results

Setup: “Let’s go ahead and run a quick hearing check now. This will give us a picture of how your hearing is currently working”

Results Counseling: “Your hearing is outside of the normal range in [describe pattern]. While this isn’t a diagnostic test, meaning we don’t know how much hearing loss there is or what’s causing it yet, it is consistent with your experience in [describe their key listening situations].”

Phase 3 – Reflection Bridge

“Ok, 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.”

“What else should I know about how your hearing is impacting your life before we get started with the better hearing demonstration?”

THEN

“Ready to start the better hearing experience?”

The Companion Moment

If Time Permits

Run Hearing Loss Simulation

(This is also dependent on your ability to estimate the full audiogram based on your screening approach)

“This is what his/her world sounds like - it’s personalized to the actual results from today’s screening.”

Then, after simulation:

“You can see why some situations have been harder than they look from the outside”

If Time is Tight

Forward Hook

Turn the constraint into an asset by creating another compelling reason to return for a full hearing assessment.

“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.”

Running the Demo

If Staff Time
Permits

Provider-Led

Lead the Patient and Companion through Experience

1. Quiet room
2. Outdoor Environment
3. Noisy Restaurant

Short on time? Just run the restaurant scene for maximum impact

If Staff Time is
Tight

Self-Guided

Set up the Self-Guided Experience

Let the Patient and/or Companion receive
the full experience while your staff is free to
do other things.

Phase 5 - Running the Demo

1. Quiet room
2. Outdoor Environment
3. Noisy Restaurant

Short on time? Just run the restaurant scene for maximum impact



Phase 6 – Post-Demo Reflection

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“What did you notice?”

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

To Companion: “And from your side – what was it like to experience that together?”

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Closing Bridge

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"What you just heard is a high-level glimpse of what today's technology is capable of."

Ask for the Appointment:

"The next step I'd recommend is a full hearing consultation."

"A deeper understanding of your context and goals."

"A comprehensive hearing assessment."

"My unbiased recommendations based on what I find."

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Does that feel like a reasonable next step?"