Continuum of Care

Cochlear Implant Referrals

Cycle

November 30, 2023
Revision 1.0

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1. Overview

When a patient's audiogram meets specific criteria, Sycle can automatically notify the audiologist and allow the audiologist to present the patient with information about cochlear implants.

During the referral, the audiologist can easily be refer the patient to the Cochlear™ Concierge for additional support and information, and to help answer any questions about the support and community opportunities, process, products, and technology available to the patient

In cases where a patient does not meet the criteria to trigger an automatic referral but the audiologist believes a patient could benefit from an implant, users can also manually trigger a referral.

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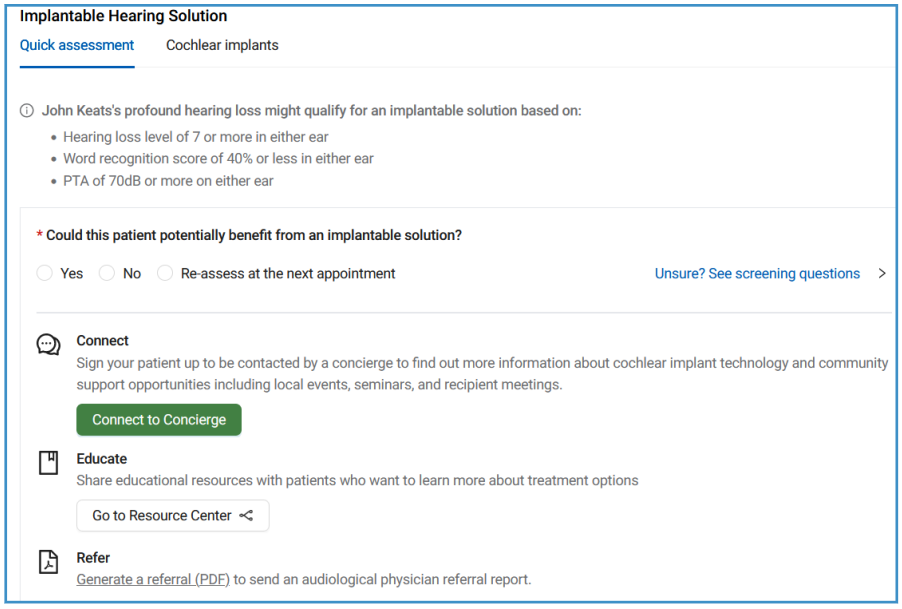
2. Identifying Potential Candidates

A patient is automatically flagged as a potential candidate for cochlear implants based on the hearing test data that is entered — or *synced* from NOAH® — on the *Hearing Test* section of the *Appointment Outcome* screen.

Automatic identification occurs when one or more of the following criteria are met:

- *Pure Tone Average* (PTA) of 70dB or greater for either ear.
- Word recognition score of 40% or less for either ear.
- Loss level of 7 (Severe/Profound) in either ear.

When a patient is automatically identified as a potential candidate, the *Implantable Hearing Solution* section of the *Appointment Outcome* screen expands to notify the audiologist.



The next steps in the Continuum of Care workflow are described in Provider Confirmation, page 3.

Patients that do *not* meet the criteria for automatic identification can be flagged as a potential candidate manually by selecting "Yes." This option is covered in Provider Confirmation, page 3.

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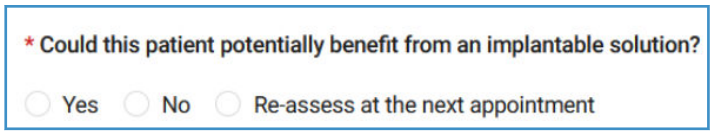
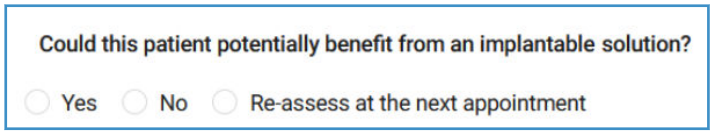
3. Provider Confirmation

If the patient has been automatically identified as an implant candidate, the provider must select one of the options in the *Implantable Hearing Solution* section of the *Appointment Outcome* screen:



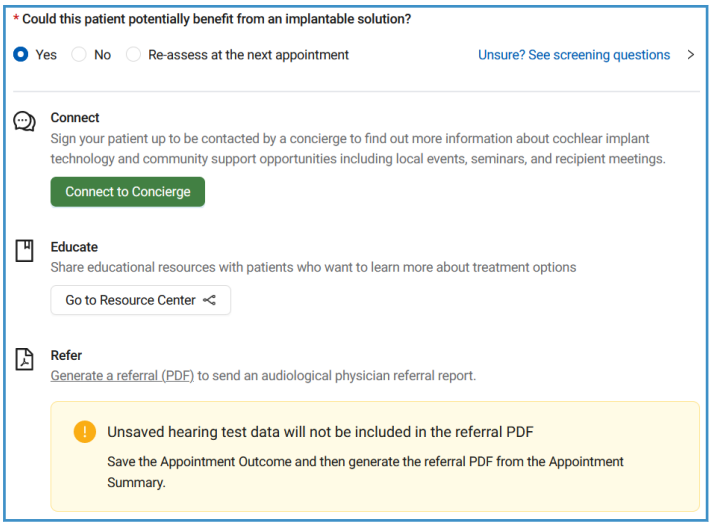
If the patient was *not* automatically identified as an implant candidate, making a selection is optional; selecting "Yes" allows providers to manually flag a patient as an implant candidate if that patient was not automatically identified.



Select one of the following:

Yes

Confirms that the patient could potentially benefit from a cochlear implant. Displays additional options; **Connect** (referring the patient to Cochlear), **Educate** (educational resources), and **Refer** (generate a referral PDF). These options are defined in Connecting, Educating, and Referring the Patient, page 5.



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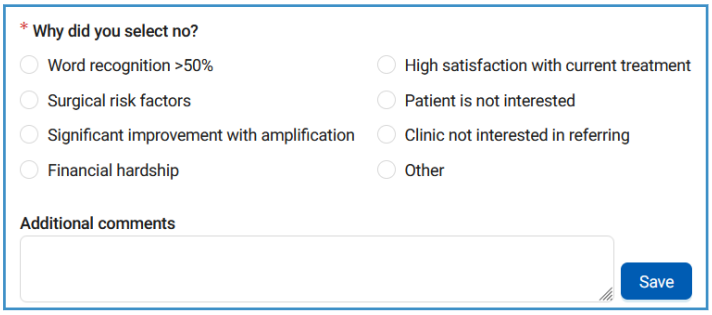
No

Confirms that the patient is *not* a suitable candidate for a cochlear implant. Select one of the available options under **Why did you select no?**, add any comments in the **Additional comments** field, and click **Save**.



The patient's candidacy can not be reassessed in the current appointment outcome after saving a "No" response. Reassessment will be available in future appointments.

Re-assess at the next appointment

Selecting this option is the equivalent of selecting "No," but does not require a selecting a reason and does not lock the patient's candidacy in the current appointment outcome. Reassessment (e.g. selecting "Yes" or "No") is remains available in the current appointment outcome *and* will be available in future appointments.

You can click **Unsure? See screening questions** to expand a list of screening questions that can be used to help determine if the patient is a valid candidate for a cochlear implant.

If the patient was not identified as a potential candidate, the Continuum of Care workflow ends after selecting "No" or "Re-assess at the next appointment."

If the patient was identified as a potential candidate (e.g. "Yes" selected), the next steps in the Continuum of Care workflow are described in Connecting, Educating, and Referring the Patient, page 5.

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4. Connecting, Educating, and Referring the Patient

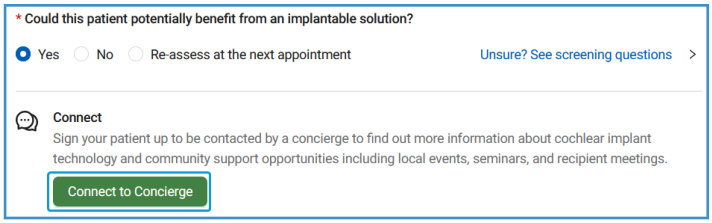
When a patient has been identified as a potential candidate for an implantable hearing solution, the provider can refer the patient to Cochlear Concierge (**Connect**), share education resources with the patient (**Educate**), and generate a Cochlear Implant Referral Report (PDF) for the patient's evaluation (**Refer**).

4.1. Connect (Refer Patient to Cochlear Concierge)

Cochlear Concierge, an expert on cochlear implant technology, is able to provide support and information to the patient. This service helps answer any questions about the support and community opportunities, process, products, and technology available to the patient.

If not already done, you will have to identify the patient as a potential candidate for an implantable hearing solution (Identifying Potential Candidates, page 2) before you can connect your patient with Cochlear Concierge.

1. In the *Implantable Hearing Solution* section of the *Appointment Outcome* screen, navigate to and select *Connect* → **Connect to Concierge**.



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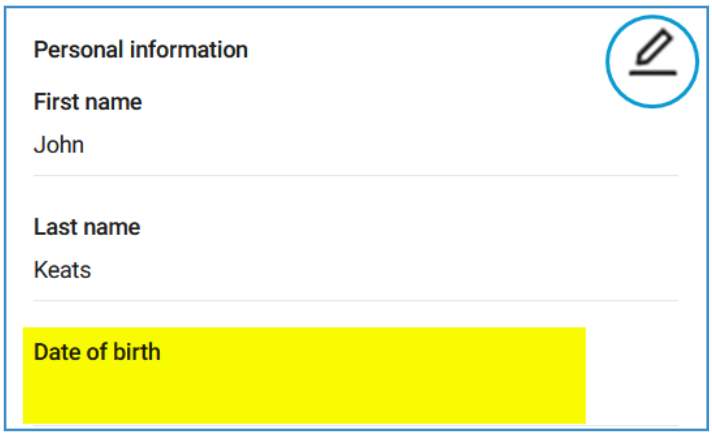
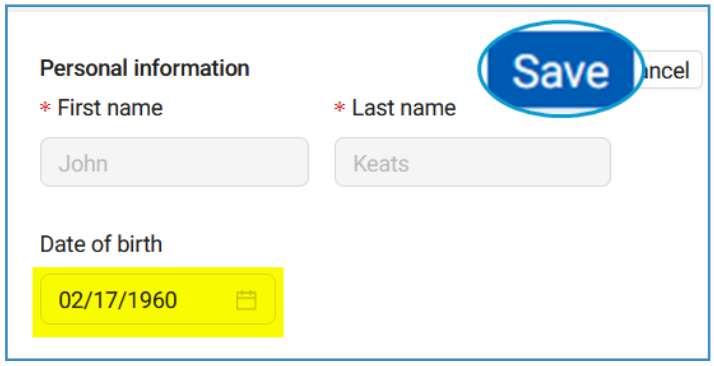
2. Verify the contents of the *Personal information* section. This section automatically populates the fields with the patient's information.
   If information is missing:



   a. Select the **edit** (✎) icon.
   b. Fill in any missing information and click **Save**.



Information that has been automatically populated can not be edited.

Missing information entered here is only used for the referral, and is *not* saved to the patient's profile.

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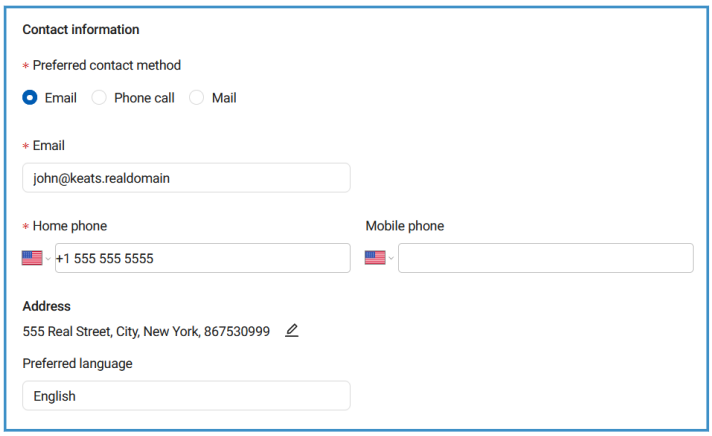
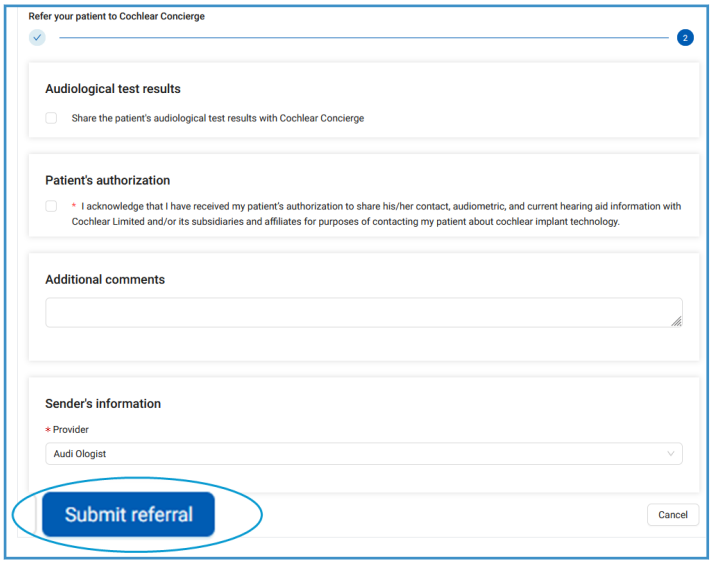
3. Verify the contents of the *Contact information* section. This section automatically populates the fields with the patient's information.



   a. Select a *Preferred contact method*: **Email**, **Phone call**, or **Mail**.
   b. Enter any missing information or correct any invalid information in the fields.

> To enter or edit the **Address**, select the **edit** (✎) icon.

4. Click **Next**.
5. (Optional) In the *Audiological test results* section, select the **Share the patient's audiological test results with Cochlear Concierge** option to share the patient's audiological test results from this appointment outcome.
6. In the *Patient's authorization* section, confirm that you have received the patient's authorization for the purposes stated on-screen.
7. (Optional) Enter any comments in the *Additional comments* field.
8. In the *Sender's information* section, select a provider in the **Provider** field.
9. Click **Submit Referral**.



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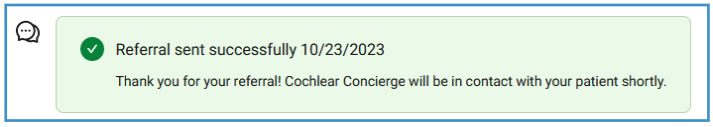
After submitting the referral, the *Implantable Hearing Solution* section of the *Appointment Outcome* screen updates to reflect the referral status.

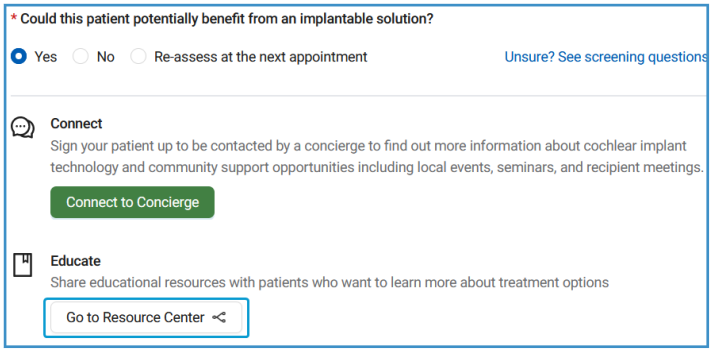


4.2. Educate (Resources & Training)

The *Educate* option provides a link to the *Resources & Training* page on Sycle's Continuum of Care: Cochlear Provider Support Network website (coc.sycle.net).

If not already done, you will have to identify the patient as a potential candidate for an implantable hearing solution (Identifying Potential Candidates, page 2) before the *Educate* option appears in the *Implantable Hearing Solution* section of the *Appointment Outcome* screen.

1. In the *Implantable Hearing Solution* section of the *Appointment Outcome* screen, navigate to and select *Educate* → **Go to Resource Center** to open the Continuum of Care: Cochlear Provider Support Network website in a new tab or window.



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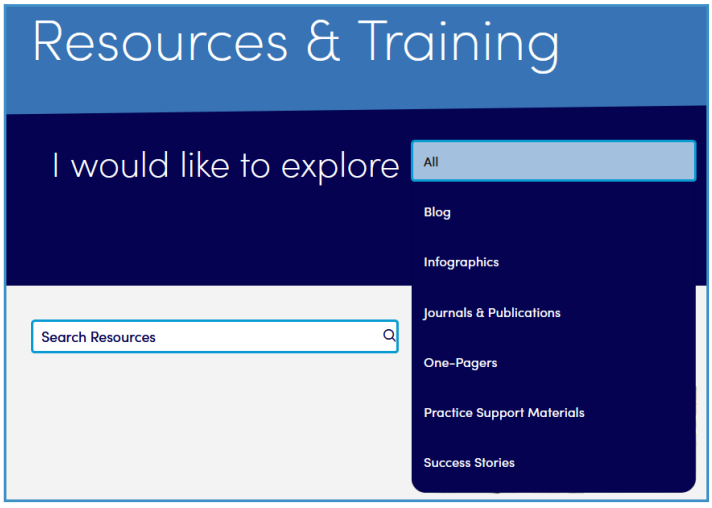
2. Review and share the resources on the page with the patient. Use the **I would like to explore** field and/or the **Search Resources** function to filter the available resources.



Sycle's Continuum of Care: Cochlear Provider Support Network website (coc.sycle.net) contains many other helpful pages. Consider using other parts of the site (for example, *Candidacy & Products → Patient Journey*) to educate the patient and/or yourself and your clinics' other team members about the Continuum of Care process.

3. When you are finished reviewing the site's resources, return to the *Appointment Outcome* window or tab.

4.3. Refer (Generate a Referral PDF)

If you and the patient are ready to proceed with a referral for an implantable hearing solution, you can generate a *Cochlear Implant Referral Report* for the patient's upcoming evaluation.

Unlike the previous stages in the Continuum of Care workflow, the referral PDF should be generated from the *Appointment Summary* screen rather than the *Appointment Outcome* screen.

To generate a referral PDF:

1. Complete any work needed on the *Appointment Outcome* screen, then click **Save** to close the *Appointment Outcome* screen. The *Appointment Summary* screen opens automatically.
   - You may also follow these steps by navigating to the *Appointment Summary* screen from elsewhere in Sycle. If you do so, note that only appointments with a status set to **Completed** display the *Implantable Hearing Solution* section in the *Appointment Summary* screen.

     You can also follow the steps outlined in Connect (Refer Patient to Cochlear Concierge), page 5 and Educate (Resources & Training), page 8 from the *Appointment Summary* screen.

Unsaved hearing test data will not be included in the referral PDF. Ensure that all hearing test data is saved on the *Appointment Outcome* screen before generating the referral PDF from the *Appointment Summary* screen.

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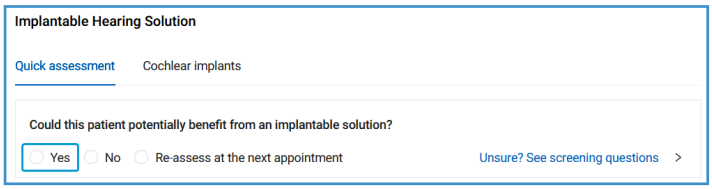
2. If needed, set the appointment's status to **Completed**.

> The appointment status typically changes to **Completed** automatically after saving an appointment outcome.

> Only appointments with a status set to **Completed** display the *Implantable Hearing Solution* section in the *Appointment Summary* screen.

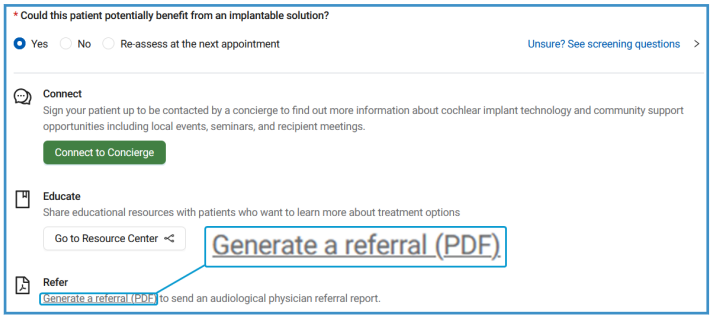
3. Under *Implantable Hearing Solution → Could this patient potentially benefit from an implantable hearing solution?*, select **Yes**.

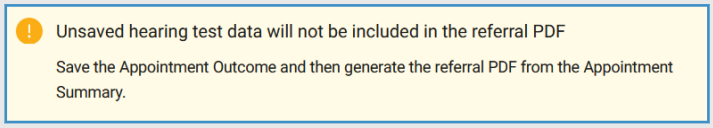


4. (Optional) If you did not refer the patient to Cochlear Concierge or review the educational material with the patient during the *Appointment Outcome*, you can do so now from the *Appointment Summary* screen.

> See Connect (Refer Patient to Cochlear Concierge), page 5 and Educate (Resources & Training), page 8 for instructions. Note that while those instructions assume you are performing the steps on the *Appointment Outcome* screen, the instructions are valid for use on the *Appointment Summary* screen.

5. In the *Implantable Hearing Solution* section of the *Appointment Summary* screen, navigate to and select *Refer* → **Generate a referral (PDF)**.



> If you see the following warning message, you are attempting to generate the referral PDF from the *Appointment Outcome* screen. Go back to Step 1.
>
> 
>

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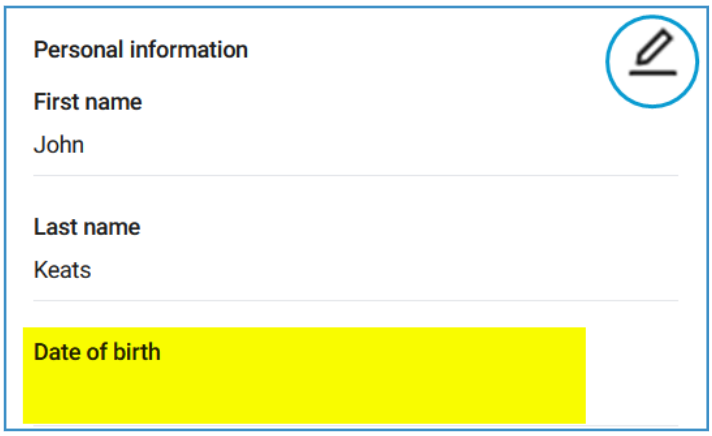
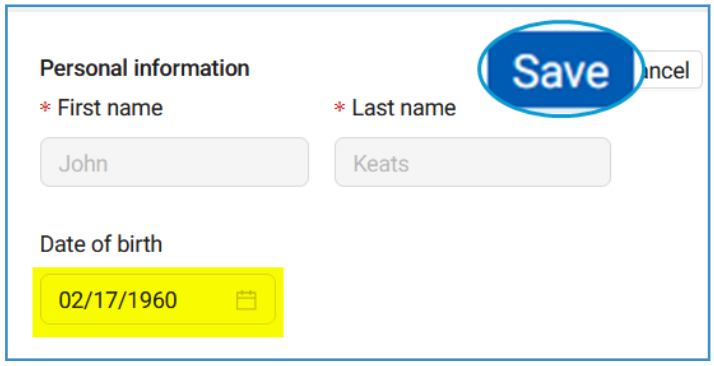
6. Verify the contents of the *Personal information* section. This section automatically populates the fields with the patient's information.
   If information is missing:



   a. Select the **edit** (✎) icon.
   b. Fill in any missing information and click **Save**.



> Information that has been automatically populated can not be edited.

> Missing information entered here is only used for the referral, and is *not* saved to the patient's profile.

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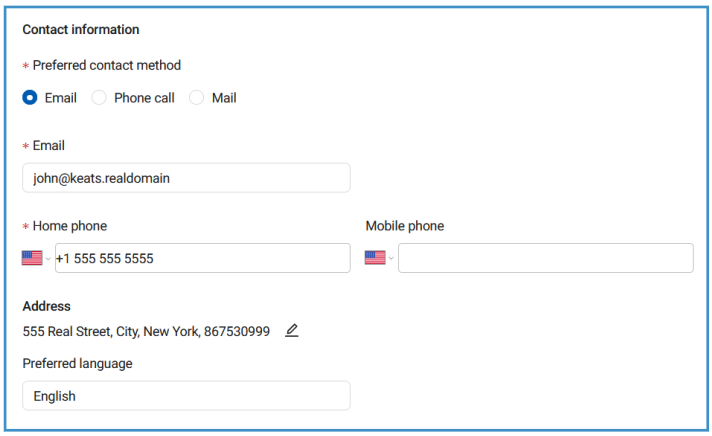
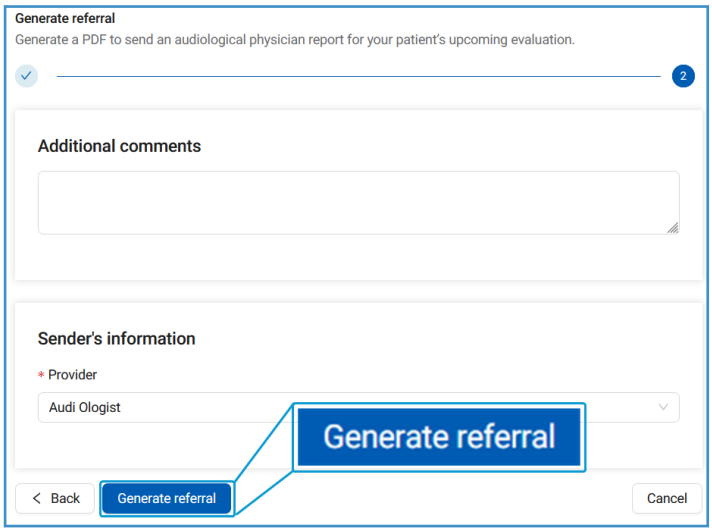
7. Verify the contents of the *Contact information* section. This section automatically populates the fields with the patient's information.



   a. Select a *Preferred contact method*: **Email**, **Phone call**, or **Mail**.
   b. Enter any missing information or correct any invalid information in the fields.

> To enter or edit the **Address**, select the **edit** (✎) icon.

8. Click **Next**.
9. (Optional) Enter any comments in the *Additional comments* field.
10. In the *Sender's information* section, select a provider in the **Provider** field.
11. Click **Generate Referral**.



After generating the referral, the *Cochlear Implant Referral Report* PDF opens in a new tab/window and the *Implantable Hearing Solution* section of the *Appointment Summary* screen updates to reflect the referral status.

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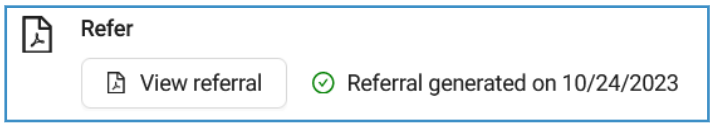

You can use the **View referral** button to open the *Cochlear Implant Referral Report* PDF for review or re-printing.

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Appendix A. Glossary

The following terms and/or common procedures are used in this document:

Pure Tone Average (PTA)	Average of hearing threshold levels at a set of specified frequencies (typically but not exclusively 500, 1000, and 2000 Hz).
Sycle Noah Sync (SNS)	Sycle's SNS offers the ability to store your Noah data securely in the cloud, letting you share data between workstations and locations with no special networking configuration required. A patient's entire audiological record is available for view from any clinic that has access to the patient record.

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Appendix B. Document Revision History

Rev #	Date	Description
1.0	2023-11-30	Document released. Removed *Confidential* labeling.
0.2	2023-11-09	Updated screenshots and adjusted copy to reflect changes made to feature; primarily, the removal of language that suggested that the CoC workflow was only applicable in cases where available hearing aids were compatible with a bi-modal fit. [ELEOS-772]
0.1	2023-10-24	Initial document creation.

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