



The #1 Hearing Care Practice Management Solution

Cycle Private Practice Cochlear Counsel Program



COCHLEAR COUNSEL PROGRAM

Feature Overview

Sycle and Cochlear have partnered to provide Audiologists the opportunity to offer hearing implant technology to patients to maximize their hearing experience.

This new feature allows Audiologists to track the discussions they have with patients about cochlear implants and also provides an opportunity for the patient to receive additional information about hearing implant technology and community support opportunities.

Patients interested in learning more can be sign up to be contacted directly by a Cochlear implant specialist who will personally reach out to your patient to help answer any questions about the process, products, technology and support and community opportunities available to the patient including the following:

- **Hearing Health Seminars** - Patients can attend a free educational event where they can learn more about hearing loss, hearing implant solutions and the process of becoming a cochlear implant recipient. They can meet Cochlear representatives, hearing implant recipients, hearing implant specialists, and get answers to their questions.
- **Cochlear Connections** - At any point during your patient's journey to a cochlear implant, he or she may want to connect with others that have gone through the process. Cochlear has a large community of people who want to support your patient and share their stories. He or she can reach out to a volunteer recipient or loved one through our Cochlear Connections program.
- **Community Chapter Meeting** - Connect with Cochlear Family volunteers at in-person events to get answers to their questions and learn more about the Nucleus® Cochlear Implant System.
- **Coffee Chat** - Your patient can connect with a local Cochlear representative and volunteers in an informal setting to discuss his or her unique hearing journey, hearing implant solutions and coverage. Chats provide an in-person opportunity to get questions answers but allow the patient flexibility to drop in at his or her convenience.



Close (x)

Cochlear commits to being your lifelong hearing partner.



Sycle and Cochlear have partnered to provide you the opportunity to offer hearing implant technology to patients that could benefit from this solution to maximize their hearing experience. Signing up your patient could provide them with the following opportunities.

Hearing Health Seminars

Patients can attend a free educational event where they can learn more about hearing loss, hearing implant solutions and the process of becoming a cochlear implant recipient. They can meet Cochlear representatives, hearing implant recipients, hearing implant specialists, and get answers to their questions.

Learn more at www.Cochlear.com/US/Events

Cochlear Concierge

If your patient has questions, we have experts that are ready to assist them. A member of our highly skilled Concierge team will personally reach out to your patient to help answer any questions about the process, products, technology and company.

Learn more at www.Cochlear.com/US or call: 1-800-216-0228

Cochlear Connections

At any point during your patient's journey to a cochlear implant, he or she may want to connect with others that have gone through the process. Cochlear has a large community of people who want to support your patient and share their stories. He or she can reach out to a volunteer recipient or loved one through our Cochlear Connections program.

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Cochlear Community Chapter Meeting

Connect with Cochlear Family volunteers at in-person events to get answers to their questions and learn more about the Nucleus® Cochlear Implant System.

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Cochlear Coffee Chat

Your patient can connect with a local Cochlear representative and volunteers in an informal setting to discuss his or her unique hearing journey, hearing implant solutions and coverage. Chats provide an in-person opportunity to get questions answered but allow the patient flexibility to drop in at his or her convenience.

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COCHLEAR COUNSEL PROGRAM

Feature Benefits

- Identify patients who may benefit from implant technology and keep a history of your discussions.
- Sign patients up to be contacted by a Cochlear specialist to help answer any questions about the process, products, technology and support opportunities.
- Track cochlear surgeries on your patients to allow for follow up and continued patient care.
- Generate an Audiological report to provide to implant physicians along with your referral.
- Learn more about implant technology through the training and introduction videos available in the Patient Summary.

Feature Guide

There are two sections that will guide you through the Cochlear counsel program.

The first section will be regarding Patients with new hearing tests, and entering the outcome of the appointment.

hearing test --Select One-- NOAH

Left Ear Hearing Loss

Level: required

Type: required

Shape:

Right Ear Hearing Loss

Level: required

Type: required

Shape:

Left Ear Hearing Levels in dBs

Levels:	125	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
Threshold:											
UCL:											
BC:											
IP:											
MCL:											
FF:											

Right Ear Hearing Levels in dBs

Levels:	125	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
Threshold:											
UCL:											
BC:											
IP:											
MCL:											
FF:											

Left Ear Speech Audiometry

Use Hearing Level:

Rcpt Threshold:

Most Comf Lvl:

Uncomf Lvl:

Discrimination In Quiet

Speech Level: Score:

Left Matrix Selection

Power Level:

Peak Gain:

Slope:

Notes:

Right Ear Speech Audiometry

Use Hearing Level:

Rcpt Threshold:

Most Comf Lvl:

Uncomf Lvl:

Discrimination In Quiet

Speech Level: Score:

Right Matrix Selection

Power Level:

Peak Gain:

Slope:

Notes:

COCHLEAR COUNSEL PROGRAM

When completing an appointment, and entering the outcome, cochlear candidacy will be based on the threshold data and/or hearing loss levels entered in the hearing test section. The following levels and threshold information will determine if the cochlear implant candidacy page will display.

Group 1: At least two of these frequencies must be equal to, or greater than 85dB to qualify for candidacy.

1,000 Hz

2,000 Hz

4,000 Hz

OR

Group 2: The value entered for the following frequencies between 70dB and 85dB:

500 Hz

1,000 Hz

2,000 Hz

COCHLEAR COUNSEL PROGRAM

If a hearing test does not include Audiogram information, then the patient's hearing loss level is used to determine the cochlear candidacy. If the hearing loss level is between Level 6 (Severe) through Level 9 (unaidable) then the candidacy screen is displayed.

A response on the Cochlear implant candidacy must be selected before the appointment is completed. Selecting **No** will then complete the appointment. Selecting “Yes” will populate additional fields to fill in.

A **Discussed on** date, which will automatically populate the patient's appointment date and a section for Notes.

cochlear implants

Continuum of Care Alert: John F. Kennedy's hearing loss might qualify for a bimodal hearing solution (a hearing aid + a cochlear implant)

Evaluation

Potential candidate for a bimodal hearing solution

Generate a cochlear implant referral

Contact your patient with a Cochlear Counselor to learn more about treatment options. [What happens when my patient is contacted?](#)

Please review John F. Kennedy's contact information below

Preferred method to receive information

Mail Email

Street 1 *

Street 2

City *

State * **Zip Code ***

Home Phone Number *

Email Address

I acknowledge that I have received my patient's authorization to share his/her contact information with Cochlear Limited and/or its subsidiaries and affiliates for purposes of contacting my patient about cochlear implant technology.

* Required

[Download bimodal patient one-pager](#)

[Download patient information packet](#) [Video Library](#)

Not a potential candidate

Recipient

Patient is a cochlear implant recipient

Cochlear Implant Criteria

Based on FDA indications

[Learn more about candidacy criteria](#)

COCHLEAR COUNSEL PROGRAM

You may also indicate if the patient would like to be contacted for more information about Cochlear implants.

After selecting a response to connect your patient with additional information, an acknowledgement of patient's authorization to share his/her information will appear and must be checked before a "continue" button appears.

cochlear implants

Continuum of Care Alert: John F. Kennedy's hearing loss might qualify for a bimodal hearing solution (a hearing aid + a cochlear implant)

Evaluation

Potential candidate for a bimodal hearing solution

Generate a cochlear implant referral

Connect your patient with a Cochlear Concierge to learn more about treatment options. [What happens when my patient is connected?](#)

Please review John F. Kennedy's contact information below

Preferred method to receive information

Mail Email

Street 1 *

Street 2

City *

State * **Zip Code ***

I acknowledge that I have received my patient's authorization to share his/her contact information with Cochlear Limited and/or its subsidiaries and affiliates for purposes of contacting my patient about cochlear implant technology.

* Required

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Not a potential candidate

Recipient

Patient is a cochlear implant recipient

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Based on FDA indications

[Learn more about candidacy criteria](#)

COCHLEAR COUNSEL PROGRAM

The second section of the Cochlear Counsel program will be regarding Current Patients with existing hearing tests, and the patient's summary.

In a patient summary, a Cochlear Implant panel will be displayed only if the patient qualifies based on previous hearing test criteria.

Patient Summary

Patient: **John F Kennedy**

[patient finance](#) [chart history](#) [HCFA](#) [purchase](#) [new appointment](#) [archive](#)

identity

[quick edit](#) [edit full intake](#)

Full Name: John F Kennedy	Patient Type: Prospect
Preferred Name: Jack	Insurance Patient: no
External ID:	Tinnitus: no
Sycle Patient ID: 518713	Speech Pathology: no
Address:	Gender:
TX	Date of Birth:
USA	Age:
Snowbird Address:	Preferred Language: English
TX	Phone Number: (407) 123-1235 (home)
USA	Email Address:

cochlear implants

Evaluation

Potential candidate for a bimodal hearing solution

Not a potential candidate

For Professionals

Resources for you and your patient

[Who can benefit](#)

[Cochlear Provider Network](#)

[Video Library](#)

CI Treatment

Implant Details Edit	
Left Ear	Right Ear
-	-

Processor Details + Add		
Date	Ear	Processor

COCHLEAR COUNSEL PROGRAM

The Cochlear candidacy process in the patient summary will be the same steps as a new patient's appointment outcome.

On the right hand side of the Cochlear Implant panel will be additional information for professionals.

For Professionals
Resources for you and your patient

- Who can benefit
- Cochlear Provider Network
- Video Library

The Video Library shows educational videos for professionals, which can also be shared with patients.

The screenshot displays the Cochlear Counsel Program interface. At the top left is the 'sucle.net' logo. The main content is divided into two columns. The left column is titled 'The CI Educational Channel' and features a video player showing a man smiling in a field. Below the video is a caption: 'Cochlear Implant Recipient Participates in the World of Sound Again'. The text describes Karl, a product specialist at a refrigeration company, who has improved his communication with his colleagues since getting a Cochlear Implant. Below the text are 'Share Video' and 'Copy link' options. The right column is titled 'Video Library' and lists several educational videos for professionals, including 'Cochlear Implant Recipient Participates in the World of Sound Again', 'Father with Hearing Loss Able to Embrace Life Again with Cochlear Implants', 'Survivor Contestant and Cochlear Implant Recipient Uses Wireless Accessories to Hear Even More', 'How Cochlear Implants Work', and 'Introducing Karise™ from Cochlear'. At the bottom right, there is a 'For Professionals' section with links for 'provider information' and 'Cochlear Provider Network'.

COCHLEAR COUNSEL PROGRAM

Patient referral form is a printable document professionals may print out that describes the patients hearing loss, and a recommendation to see a Cochlear Implant specialist. The left side of the referral form allows you to pull an existing hearing test. The evaluation summary will pull any outcome notes associated with the hearing test date that was selected. The implant referring physician dropdown is a list of previously saved referring cochlear implant physicians. There is not an additional Admin area to manage this information. To help professionals who may not have a preferred implant physician, there is a link under the Physician dropdown menu that allows users to find an implant physician on Cochlear.com.

Referral Form

Create a new referral form or download an existing report

Hearing Test

Choose a hearing test to associate with this referral form or leave blank to not include an Audiological report.

Hearing Test

- Select -

Evaluation Summary

Implant Physician

Physicians [+ Add New](#)

- Select -

Need help? [Find a CI clinic near you >](#)

[Create Referral](#) [Cancel](#)

Saved Referral Forms

Date Created	Physician Name	Action
There are no saved referral forms.		

COCHLEAR COUNSEL PROGRAM

The right side will include any previously saved/created referral forms.

Once all the information is entered into the referral form, you may simply click on the “create referral” button, and this will generate a PDF referral form.

The PDF that is generated from the referral form will include the following core information”

- Clinic information (Name, contact information, and logo)
- Patient Information
- Hearing test and Audiogram information
- Implant physician referral information
- What to bring information

Dallas TX
 Alameda West Audiology 123 Main Street
 Dallas, TX 12341
 Phone: (401) 787-1821
 Fax: ()

Audiologic Report
John F. Kennedy DOB: 11/01/2001 (2020 years old) | Evaluation Date: 04/22/2020

Evaluation Summary
 The patient has some hearing loss in the low pitches decreasing to profound hearing loss in high pitches. Speech understanding is particularly troublesome when trying to communicate in the presence of background noise.

Recommendation
 Schedule a follow up appointment with Dr. Herbforn Helena to review your hearing report and discuss cochlear implants options.

Speech Audiometry

	BRT	MCL	UCL
Right			
Left			

Word Recognition

	dBHL	%
Right		
Left		

Acoustic Reflex / Decay

	SRT	UCL
500 Hz	-- f --	-- j --
1000 Hz	-- f --	-- j --
2000 Hz	-- f --	-- j --
4000 Hz	-- f --	-- j --

Implant Physician Referral

Physician Dr. Hertz
Address Helena
 123 Easy Street
 Birmingham, AK 35216
Contact Info Phone: (205) 311-1626
 Email:

What to Bring

- Health insurance information
- This referral document (Audiologic Report)
- List of prescription medications and dosages
- List of medications that you're allergic to
- List of questions you may have
- Paper and pencil to take notes

COCHLEAR COUNSEL PROGRAM

After the referral form is created, it will be displayed on the right hand side of the referral form page. It will be listed by ordered date in descending order, newest form first. The table includes the following information:

- Date Created, the date the referral form was generated. Clicking the date field will open the form in PDF.
- Referring Physicians name
- Delete, clicking the delete link will remove the form from the list.

Referral Form

Create a new referral form or download an existing report

Hearing Test

Choose a hearing test to associate with this referral form or leave blank to not include an Audiological report.

Hearing Test

- Select -

Evaluation Summary

Implant Physician

Physicians [+ Add New](#)

- Select -

Need help? [Find a CI clinic near you >](#)

[Create Referral](#) [Cancel](#)

Saved Referral Forms

Date Created	Physician Name	Action
There are no saved referral forms.		