

MyPal™ Demo Protocol

The MyPal™ is a very versatile wireless accessory. It is important that any patient being fit with Beltone Promise™ wireless hearing instruments has the opportunity to experience the benefits of this powerful device. Below are three ways to demonstrate the MyPal™ and deliver the “wow” factor:

#1 Use as a “Spouse Mic”

During a demo of the Beltone Promise hearing instruments, clip the MyPal™ to the party of influence (POI), usually the spouse, and have them begin to talk to the patient. The patient will immediately notice the clarity and ease of listening to a familiar voice. Use the following steps:

1. Prior to the visit, pair a MyPal™ to a set of demo Promise 17 RIE hearing instruments and a remote control.
2. Program the Promise 17 RIEs to the patient’s loss.
3. Ask about the volume and ease of listening versus no hearing instruments. Ask the POI to talk to patient and ask how their voice sounds.
4. Introduce background noise and explain that hearing instruments will make the noise less annoying, however, they will not eliminate the noise. Use either the Beltone AVE. sound files (cafeteria noise) or walk outside the office, where they will experience noise. Have the POI talk to the patient. Get their opinion on how it sounds.
5. Clip MyPal™ to POI and explain that since the Beltone Promise is capable of working wirelessly, it can improve communication in noise.
6. Turn on MyPal™ via the remote control or hearing instrument and have the POI begin to talk in the presence of background noise. Ask if they notice the difference.



This technique can also be used on a current hearing aid wearer who complains of background noise with their present fitting:

#2 The Distance Demo

The purpose of this demo is to highlight the effectiveness of communicating with a loved one at a distance. Follow these steps:

1. Prior to the visit pair a MyPal™ to a set of demo Promise 17 RIE hearing instruments and a remote control.
2. Test the effective distance within your office that the MyPal™ functions. It will vary from office to office. This will give you the safe distance at which you can demonstrate.
3. Program the Promise 17 RIEs to the patient’s loss.
4. Have an initial conversation. Ask about the volume and ease of listening versus no hearing instruments. Ask the POI to talk to the patient and ask how their voice sounds.



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5. Introduce MyPal™. Explain how it will allow the POI to talk into the mic and transmit wirelessly directly to the hearing aids, and that ONLY Beltone offers this feature.
6. Turn on My Pal™ and have the POI talk to the patient. Ask about how the sound and the clarity of your voice.
7. Invite the POI to follow you – go to a place in your office where you have confirmed the MyPal™ will work. Ask the POI to talk (it can be spontaneous or give the POI something to read). Rejoin the patient in the room. Alternately, have your PCC take the POI to the spot and invite the POI to speak while you remain with the patient.
8. Ask if the patient can hear the POI easily. After confirmation, ask the patient to follow you and join the POI.
9. Ask if they see other situations where a device like this will come in handy.

#3 The After Sale Demo

In many cases, a patient fit with Beltone Promise instruments was not informed about the wireless accessories in order to first focus on adapting to the hearing instruments. A demo of MyPal™ can take place during a follow-up visit or even well after the sale. Here are two possible scenarios:

1. During one of the follow-up visits (it is recommended to be the second or third follow-up, so that good adaptation to the hearing instruments has taken place) advise the patient and POI that their instruments have wireless capability and you would like to show them the wireless functionality.
 - Show the available accessories to the patient and select the MyPal™.
 - Pair the MyPal™ to their instruments and explain how it is designed to work.
 - Use either of the demos presented above and let them know it can be added to their instruments.
2. During a routine visit – if the patient was fit with wireless hearing instruments, inform them that there is device that you would like to let them listen to and get their opinion on.
 - Having the with the patient is always recommended. If the POI is not available, schedule them to come in so that you can show this to both of them.
 - Pair the MyPal™ to their Beltone hearing instruments and follow either of the demos presented above.