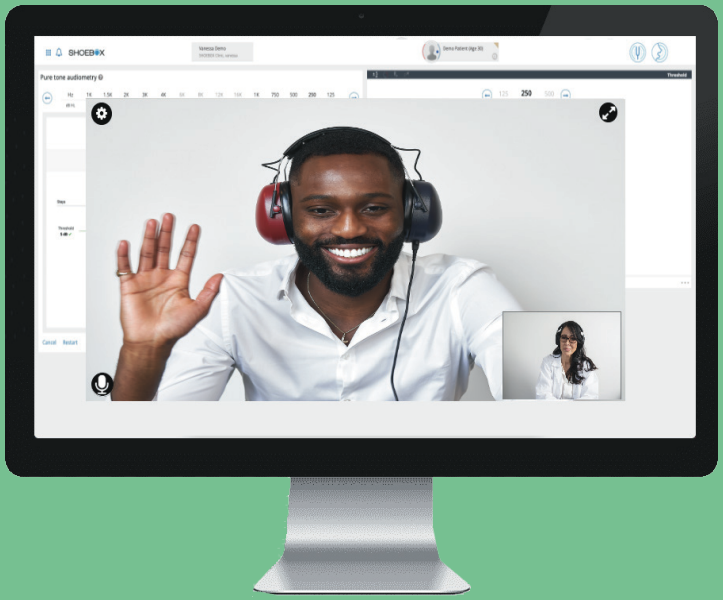
SHOEBOX
AUDIOMETRY



SHOEBOX® Remote

Quickstart Guide

Introduction

Welcome to SHOEBOX® Remote! This quickstart guide will help you get up and running so you can quickly and easily conduct your first remote appointment.

Once you're set up, we recommend taking a look at our comprehensive SHOEBOX Help Center website to learn all the capabilities of your system at help.shoebox.md

If you have any questions about SHOEBOX, please contact support@shoebox.md

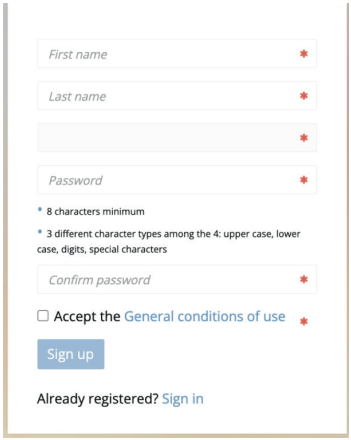
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Create Your Account

1. Click on the invitation that was sent to you via email by the administrator or support team
2. Enter your first and last name
3. Create a password according to the security conditions, and confirm your password
4. Accept the terms of use and sign in



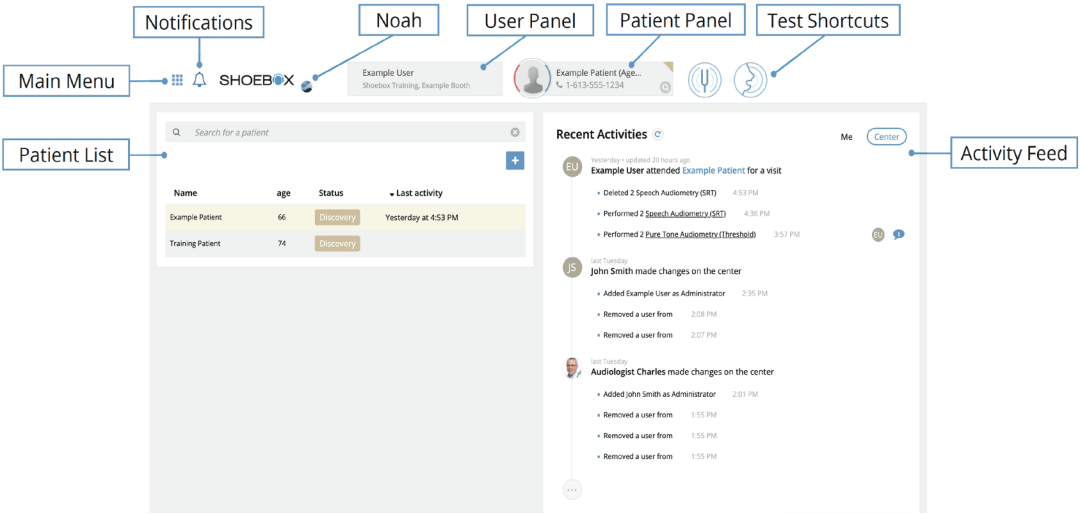
Before You Begin...

After logging in to SHOEBOX Remote, Chrome will open three separate pop-ups to ask for microphone, webcam, and storage permissions. You will need to click **Allow** on all three of these permissions in order to use the platform without any errors.

Important!

SHOEBOX Remote is **only supported by Google Chrome**. You must use Google Chrome every time you access and use SHOEBOX Remote.

The Patient List



When you log in to SHOEBOX Remote, you will land on the Patient List. This screen acts as a hub for all of your testing activity. Take a moment to familiarize yourself with the layout of this page, and refer back to this graphic if you need to identify any key icons or sections while getting yourself set up.

Tip: refer to the full user guide or our online knowledge base articles for details on Noah integration and how to sync patient data between Noah and the SHOEBOX platform.

Create a Booth

The first thing you will need to do is create the virtual sound booth that you will be using to test patients. This process is simple and should only take a couple minutes.

1. Click on the **Main Menu** icon  to access the main menu
2. Click on the **Audio Setup** icon  to access to the Audio Setup page
3. Click on the **Plus** icon 
4. Enter a name for your booth
5. Select the hardware that you will be using for each of the five criteria drop-down menus:

- **Monitor Input:** the headphones/speakers used by the clinician to hear presented tones/words

- **Talk Back Input**: the microphone the patient will use to talk to you

- **Talk Forward Input**: the microphone you will be using to talk to the patient

- **Otoscope Input:** the otoscope that will be used on the patient

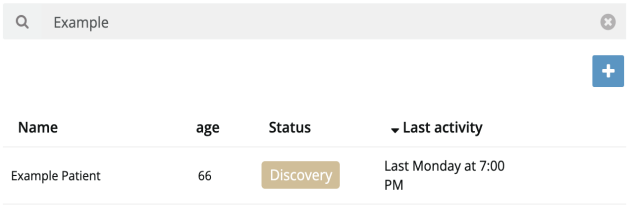
- **Video Camera:** the video camera used to video conference with the patient

Each of these hardware menus should already contain the pre-installed hardware for each of the above criteria, simply click and select the hardware to enable them in your booth.

Add or Select a Patient

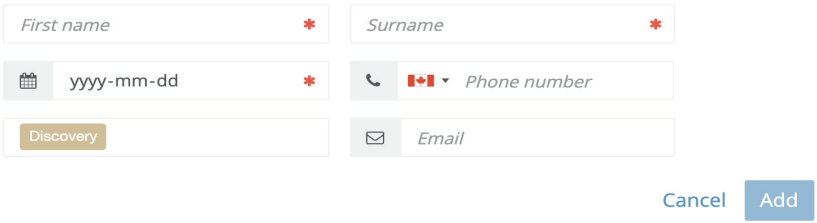
Once your booth has been set up, you're ready to start testing. You will first need to create a new patient, or select them from your patient list if they are an existing patient.

1. Click on the search bar and type in the name of the patient. If the patient already exists, click on the patient's name in the patient list to access their patient information, then proceed to the next section on page 7.



If they do not appear in your patient list, proceed to step 2.

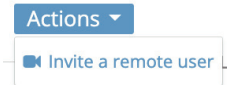
2. To add a new patient, click on the **Plus** icon + and fill in the required fields, then click the **Add** button when done.



Setting Up a Remote Appointment

From the Patient Folder page, the remote assistant will be able to set up the remote at-office appointment through a few simple steps:

1. Click on the **Actions** button next to the patient's name and select **Invite a Remote User**

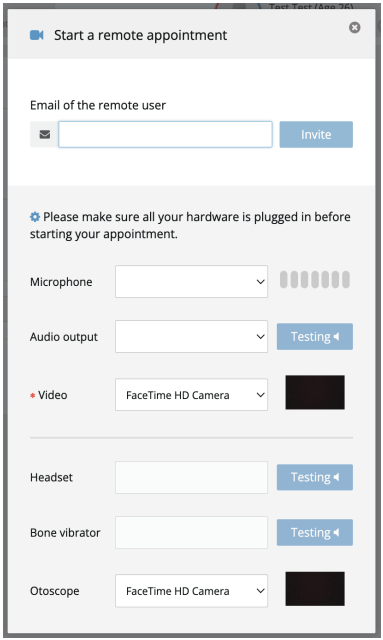


2. The **Start a Remote Appointment** window will appear

3. Select configured hardware from the drop-down lists

4. Ensure each connected piece of hardware is working correctly by using the testing functions to the right of each drop-down menu

5. Enter the email of the remote hearing care professional, then click on the **Invite** button to send them an email containing a link to join the appointment



Starting the Appointment

Once the remote appointment has been created, the flow for starting the appointment looks like this:

1. The remote clinician should be logged into the platform prior to the appointment time in order to both prepare for the appointment and to quickly join once invited

   Note: If your organization works in multiple centers, the remote clinician needs to ensure that they are in the same Center as the assistant setting up the test

2. The remote clinician receives a request to join the appointment and accepts

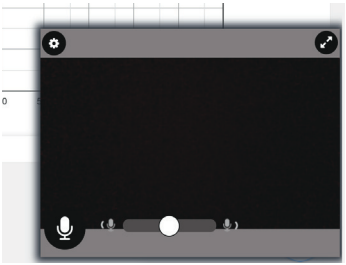
3. Once connected, the remote clinician can communicate via the webcam and speakers in the patient's room and can lead the full testing workflow

4. An assistant can help the patient with the equipment placement as needed during testing

5. The remote clinician or in-clinic assistant will end the appointment once the appointment is completed

Video Conferencing: Tips & Tricks

Once the appointment has begun, the video feed will appear in the bottom right corner of the page. By clicking the window and dragging the video you can reposition it depending on your preference.



Clicking on the **Microphone** icon will mute/unmute the microphone, and the volume slider can be used to raise or lower the volume of the microphone.

Important: the remote clinician should **always ensure their microphone is muted during testing activities**. Background noises could potentially interfere with test results (e.g. keyboard strokes).

Clicking the expand icon will enable full-screen mode for the video conference. This view will also add a picture-in-picture view of your video.

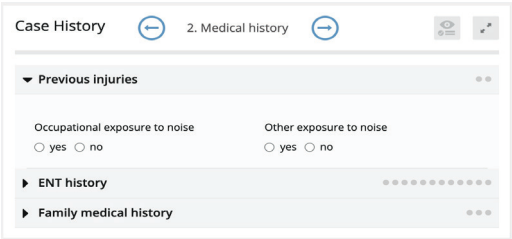
Case History

Once the video connection with the patient has been established, remain on the Patient Folder page to create a case history for the patient.

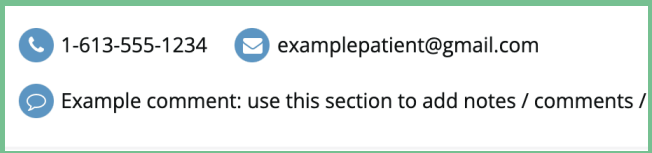
1. Click on the **Folder Navigator** button  in the bottom right corner of the page to open the Folder Navigator

2. Click on the **Case History** button  to create a Case History section in the current patient's folder

3. Fill in the Case History sections using the optional questionnaires. Clicking the **Eye** icon  will filter this section to only show answered fields



Tip: if you only need to capture a brief case history, use the comments section in the patient's folder.



Remote Otoscopy

Important: before you begin...

a. Ensure that the patient/assistant has inserted the speculum properly and securely, and that the light is on at the end of the otoscope.

b. Note that once you navigate to the otoscopy tool, the patient/assistant view will switch to the otoscope camera and they will no longer see you.

c. It is recommended to show otoscopy best practices prior to clicking on these icons to ensure safe insertion.

1. Click on the **Main Menu** icon  to open the Main Menu

2. Click on the **Otoscopy** icon  to start an Otoscopy session

3. Select an ear to start with by clicking on either or

4. Instruct the patient/assistant to carefully insert the otoscope into their ear

5. Once the patient's eardrum is in view, click on the **Capture** button  to capture an image

6. After capturing the images, use the on-screen tools to crop and save them. Be sure to click the **Save** button  to save the image before navigating away from the page

   For even more helpful tips on how to guide a patient in self performed otoscopy, visit our online knowledge base at help.shoebox.md

Pure Tone Test

1. Click the **Pure Tone Test** icon  in the top right corner of your screen
   Note: by default, you will be testing the right ear first, indicated in red on the audiogram

2. Press **Space** on your keyboard, or use the **Play** icon  on the manual testing panel, to present a tone at the desired frequency (Hz) and intensity

3. The patient will have a **Green Checkmark** button appear on their screen during the test. Instruct the patient to click this button when they hear a sound. Alternatively, they can raise their hand or provide verbal confirmation that they heard the tone

4. To change the sound intensity (dB HL), click the **Up/Down Arrows** on your keyboard or click on the **Up/Down Arrow** icons 

5. To change the frequency (Hz), press on the **Left/Right Arrows** on your keyboard or click on the **Right/Left Arrow** icons 

6. To save a threshold, click on  or press **Enter** on your keyboard

7. To delete a threshold, click on  or press **Delete** on your keyboard

8. Once you have finished testing the patient's right ear, press the **L** key on your keyboard to switch to the patient's left ear

Bone Conduction

To perform bone conduction testing, there are a few extra steps to cover before you can continue.

Prepping the Patient: Placement

1. To start, place the black elastic headband around their head, across the forehead, and connect the velcro squares
   Note: the loosest square will fit most heads, and it should be purposefully tight

2. Place the bone transducer under the band with the round flat faceplate on the patient's forehead, and the velcro dot facing the band

3. Place the headphones on the patient's ears
   Note: when testing in unmasked conditions, the best ear will be responding

Important: The bone transducer has been calibrated for forehead placement and to account for both ears being occluded during all bone testing. With the occlusion effect already being accounted for in the calibration, it should not be added to any masking calculations.

Switching to Bone Conduction

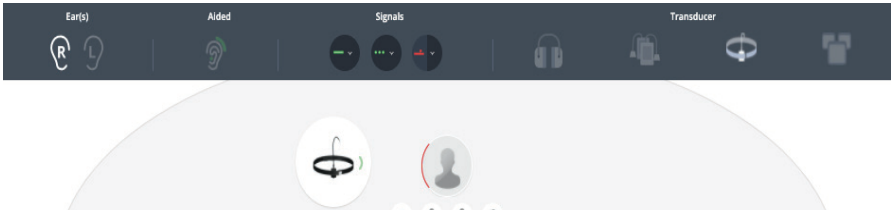
To quickly switch between your installed transducers during a test, simply press the **Tab** key on your keyboard.

To switch directly to your bone transducer:

1. Click on the black bar on the top of the test control panel



2. Click on the **Bone Transducer** icon  to switch to bone conduction



Repeat the manual testing procedures using the bone transducer

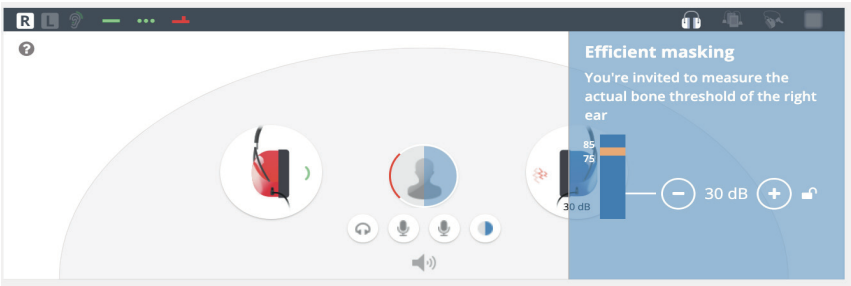
Note: when testing using bone conduction, a grey area will appear on the audiogram that indicates out of range tones that are not presented to the patient

Masking, Talk Forward, and Talk Back

1. On the test control panel, click on the **Masking** icon or press **M** on your keyboard

2. Click on the **Plus or Minus** icons (see image below) to raise or lower the dB level of the masking manually. Alternatively, you can click the lock icon for guided masking mode

3. Click the right-hand microphone icon or press the **T** key on your keyboard to enable talk foward, and click the left microphone icon to adjust the presentation level for talk back



Visit *help.shoebox.md* for additional tips and in-depth info on applying masking

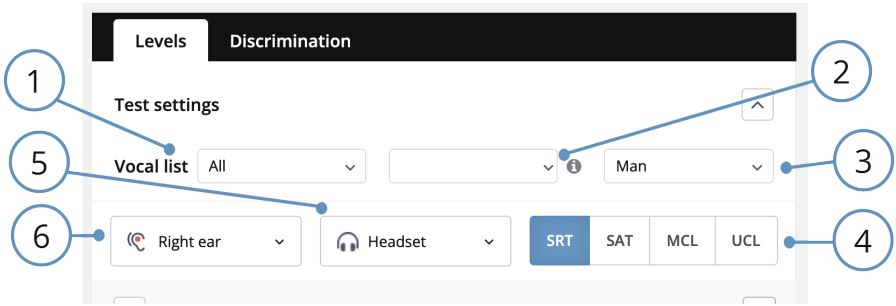
Speech Testing

Click on the **Speech Testing** icon to access the speech testing page.

Setting up a Speech Test

Under the **Levels** tab, configure the speech test's settings before conducting the test.

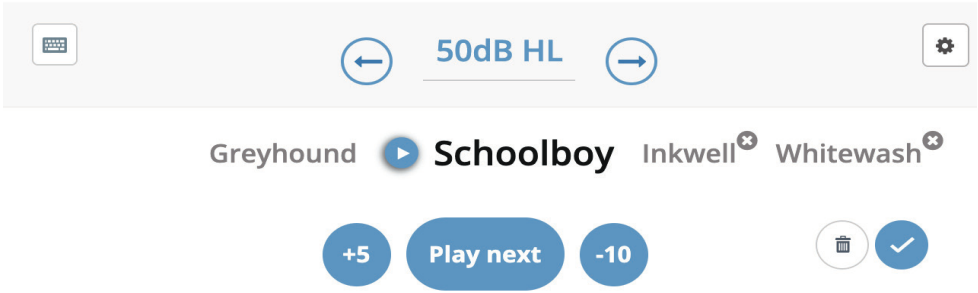
1. Select the language from the drop down menu
2. Select a list type from the drop down menu (i.e. English Spondees)
3. Select a male or female voice type from the drop down menu (if applicable)
4. Select one of the following test types: SRT, SAT, Speech MCL, Speech UCL
5. Select a transducer from the drop down menu
6. Select which ear is being tested, right or left



Conducting a Speech Test

Tip: click on the **Keyboard** icon for a list of helpful keyboard shortcuts

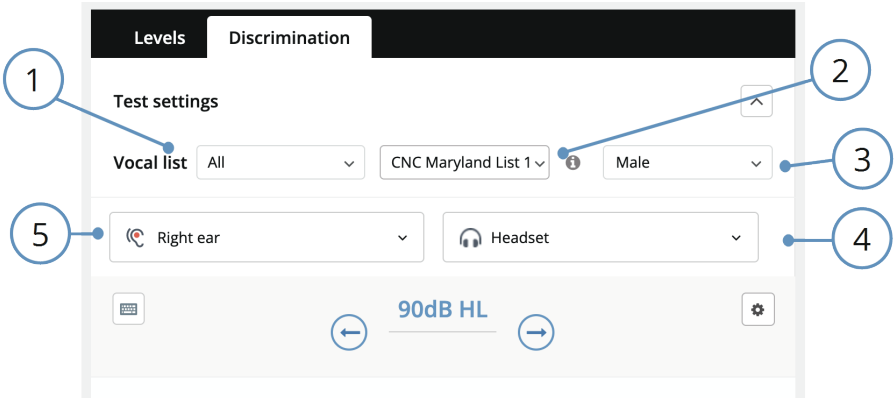
1. Clicking on the blue **Play** button in the middle of the screen will start the test
2. Quickly adjust the presentation levels by using the **+5 or -10** icons, which will automatically play the next word. An upcoming word can be skipped by clicking on the small x next to it
3. Manually change presentation levels if required by clicking on the right/left blue arrows
4. To replay a word, click on the **Play** icon to the left of the current word
5. To record the final result, click the **Blue Checkmark**
6. If you need to re-measure, first click the **Trash Can** icon to delete, then proceed with re-measuring
7. Repeat for the other ear



Switching to Speech Discrimination

Click on the **Discrimination** tab next to the levels tab to switch to the discrimination test interface.

1. Select language from the drop down menu
2. Select a list type from the drop down menu
   Note: some default speech lists do not include carrier phrases (i.e. “say the word”)
3. Select a male or female voice type from the drop down menu (if applicable)
4. Select a transducer from the drop down menu
5. Select which ear is being tested, right, left or binaural



The presentation level can be changed by clicking on the **Left/Right Blue Arrows**. 

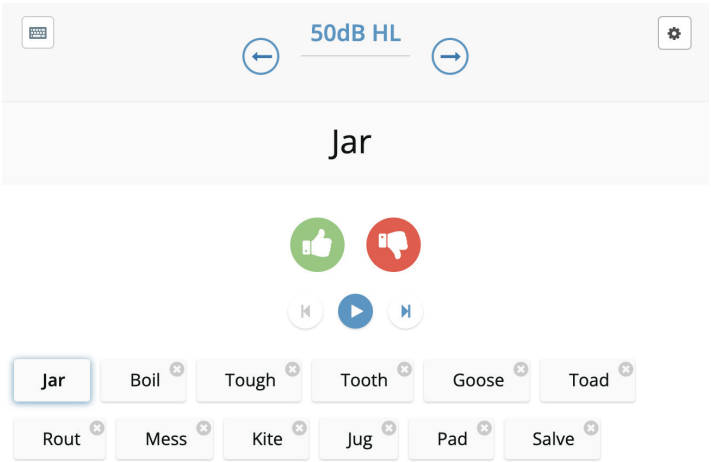
Clicking on the blue **Play** button  in the middle of the screen will start the test.

Clicking on the **Gear** icon  will open the **Step and Auto-Play** menu. Step size can be changed if needed and Auto-Play can be left at the **Levels and Items** default.

Scoring can be done by using the **Thumbs Up** buttons  and the score will be shown below the presentation level.

For multi-phoneme lists, use the  buttons to score the entire word at once.

An upcoming word can be skipped by clicking the small x next to it.

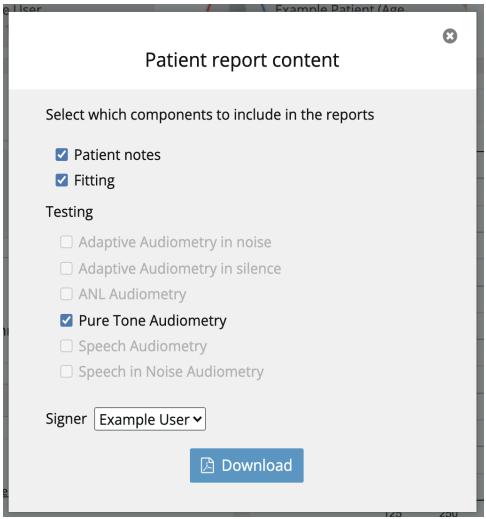


Follow Up with a Report

After finishing the appointment, all of the patient's test results will be available to review in their patient folder. All test results in a patient's folder can be compiled into a PDF report that can then be downloaded and shared as required.

To generate reports from the patient file:

1. Click on the **PDF File** icon to the left of the patient's name
2. Select the components that you want to include in the report
3. Select your name from drop-down menu
4. Click on **Download**



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You can also contact us at support@shoebox.md or 1-877-349-9934

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