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Acoustics - Hearing Aid Fitting Management - Part 2: Tele-services as part of hearing aid fitting management (tHAFM) (ISO 21388-2:2024)

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

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English Version

Acoustics - Hearing Aid Fitting Management - Part 2: Tele-services as part of hearing aid fitting management (tHAFM) (ISO 21388-2:2024)

Acoustique - Processus d'adaptation des aides auditives - Partie 2: Télé-services dans le cadre du processus d'adaptation des aides auditives (ISO 21388-2:2024)

Akustik - Hörgeräteanpassungsmanagement - Teil 2: Teledienste als Teil des Hörgeräteanpassungsmanagements (tHAFM) (ISO 21388-2:2024)

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EN ISO 21388-2:2024 (E)

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European foreword

This document (EN ISO 21388-2:2024) has been prepared by Technical Committee ISO/TC 43 "Acoustics" in collaboration with Technical Committee CEN/TC 211 "Acoustics" the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2024, and conflicting national standards shall be withdrawn at the latest by November 2024.

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International Standard

ISO 21388-2

Acoustics — Hearing aid fitting management —

Part 2: Tele-services as part of hearing aid fitting management (tHAFM)

Acoustique — Processus d'adaptation des aides auditives —

*Partie 2: Télé-services dans le cadre du processus d'adaptation
des aides auditives*

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Foreword

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ISO 21388-2:2024(en)

Introduction

The importance of tele-service delivery and accessibility in hearing aid fitting management (HAFM) has been highlighted^{[1][2][3][4][5][6]}. A tele-service as part of HAFM (tHAFM) is an alternative method delivering essential intervention services through telecommunication. The main purpose of this document is to provide a general framework for tHAFM stages and to achieve the best hearing rehabilitation outcome equivalent to traditional face-to-face services, which can be accomplished through adequate education and service environments, skills of professional and a systematic approach to tHAFM.

This document thus covers important preconditions such as professional liability and training, service facilities and systems that are required to ensure proper tele-services. The general framework of HAFM with tele-service labels defines services which should be provided in the facilities of the HAF and consists of client candidacy assessment, general assessment, pre and post counselling, fine-tuning, and follow-up.

Acoustics — Hearing aid fitting management —

Part 2:

Tele-services as part of hearing aid fitting management (tHAFM)

1 Scope

This document is a supplement to ISO 21388 which applies to hearing aid fitting management (HAFM) services offered by hearing aid professionals (HAP). It focusses on tele-services which can substitute, or complement services defined in ISO 21388, and it defines services which is provided in the facilities of the HAP.

Moreover, this document specifies important preconditions such as education, facilities and systems that are required to ensure proper tele-services. If not other stated all definitions and requirements of ISO 21388 also apply for this document without further notice. Furthermore, it is tried to keep the structure of ISO 21388 to make it easier to use both standards together. It is recognized that certain populations with hearing loss such as children, persons with other disabilities or persons with implantable devices can require services outside the scope of this document.

Assisted tele-services provided by non-hearing aid professionals, self-fitting, and other non-hearing care related services are also outside the scope of this document.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 8253-2, *Acoustics — Audiometric test methods — Part 2: Sound field audiometry with pure-tone and narrow-band test signals*

ISO 13131, *Health informatics — Telehealth services — Quality planning guidelines*

ISO 21388, *Acoustics — Hearing aid fitting management (HAFM)*

IEC 60118-15, *Electroacoustics — Hearing aids — Part 15: Methods for characterising signal processing in hearing aids with a speech-like signal*

IEC 61669, *Electroacoustics — Measurement of real-ear acoustic performance characteristics of hearing aids*

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