

NAME: Dr. Kyle Acker, AuD.

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EMPLOYER: Starkey Hearing Technologies

FINANCIAL DISCLOSURE: I work for Starkey, a hearing instrument manufacture based in Eden Prairie, MN.

BIO: As Vice President of U.S. Commercial Sales, Kyle Acker, AuD. leads Starkey's U.S. Managing Directors and the sales team. Over the course of his career, Acker has invested time and talent in many aspects of the hearing industry, building an intimate understanding of the challenges providers face and how to support them in solving those challenges. He completed his B.S. in Industrial Hygiene and Organizational Leadership and Supervision and his M.S. and AuD. in Audiology at Perdue University in West Lafayette, IN.

COURSE TITLE: Clinical Efficiency in Fitting Devices with Advanced Features

COURSE DESCRIPTION: Hearing instruments have more features and benefits to our patients than ever before. However, with all these new features comes some complexity in choosing the right features for your patients, engaging them in those new features, and working with your team to make the clinical delivery process as efficient as possible. In this session we will discuss how to begin with selection, engage the patient to get buy-in, and engage your office team to be as efficient as possible in service delivery.

LEARNER OUTCOME: After this presentation, the learner will be able to demonstrate how to use the readily available advanced feature tools to help them with feature selection. They will be able to describe to the patient those features to aid in compliance and utilization as well as being able to demonstrate the ways to engage the office team of clinical, extenders, and clerical staff to offer the best, most efficient patient experience.