

# Wherever you are, we're there too: remote CI care

Helen Cullington

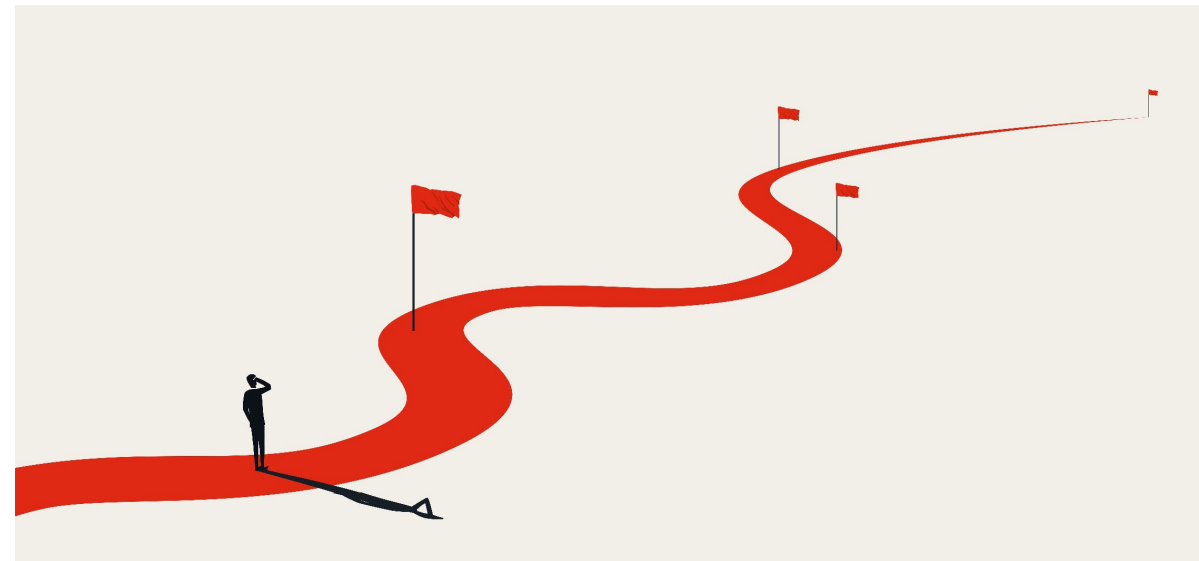
[H.Cullington@Southampton.ac.uk](mailto:H.Cullington@Southampton.ac.uk)

Scan for my  
contact  
details



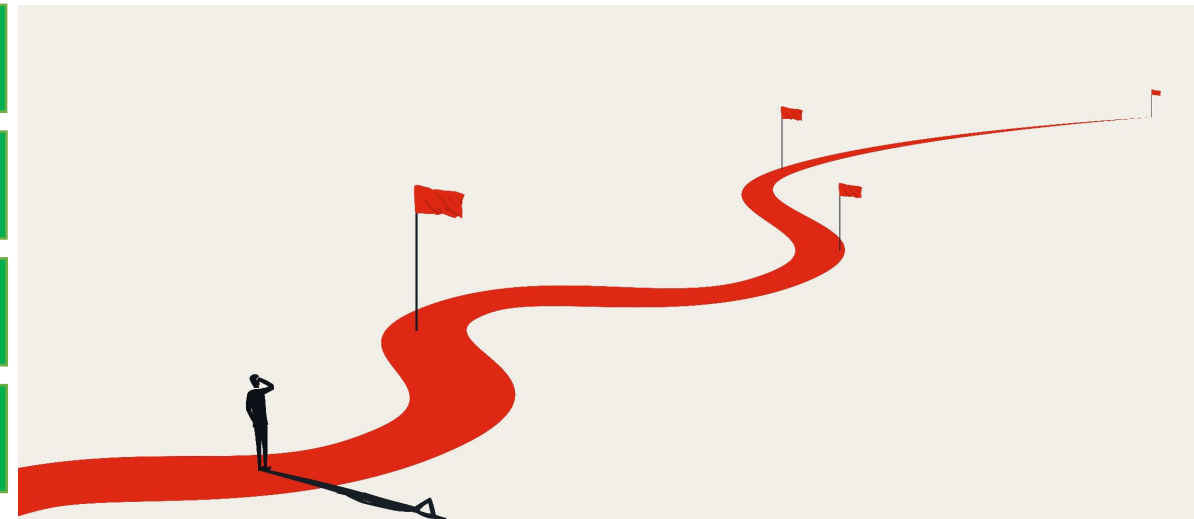
## Stages of CI journey

- Finding info about CI
- Assessment
- Surgery
- Switch-on
- Mapping
- Rehabilitation
- Lifelong care

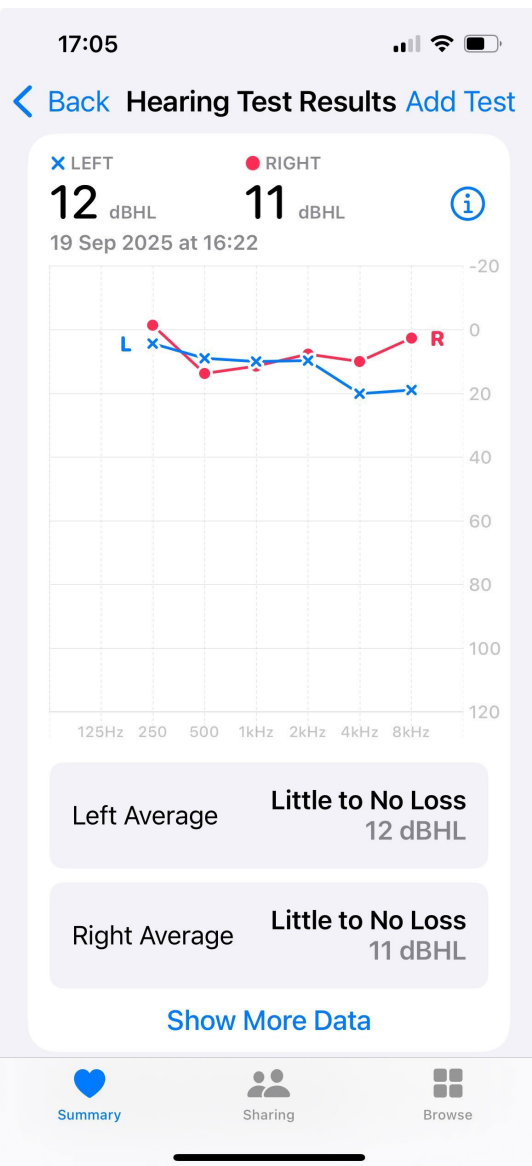


## What can be done remotely?

- Finding info about CI
- Assessment
- Surgery
- Switch-on
- Mapping
- Rehabilitation
- Lifelong care



# Remote assessment



|                                                                                     |   |                                                                                     |
|-------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------|
| 1                                                                                   | 2 | 3                                                                                   |
| 4                                                                                   | 5 | 6                                                                                   |
| 7                                                                                   | 8 | 9                                                                                   |
|  | 0 |  |

Enter the 3 digits you hear

Progress: 

1. I have a problem hearing over the telephone.

- 

Strongly Disagree
- 

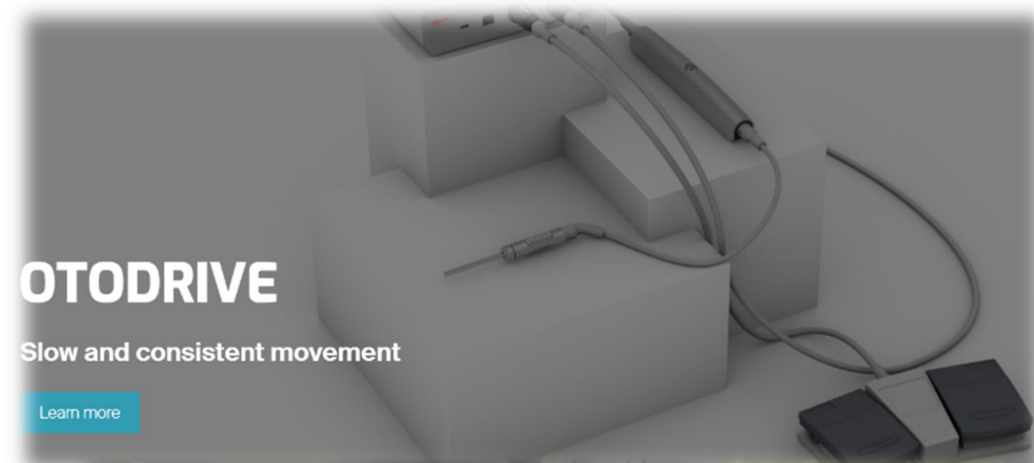
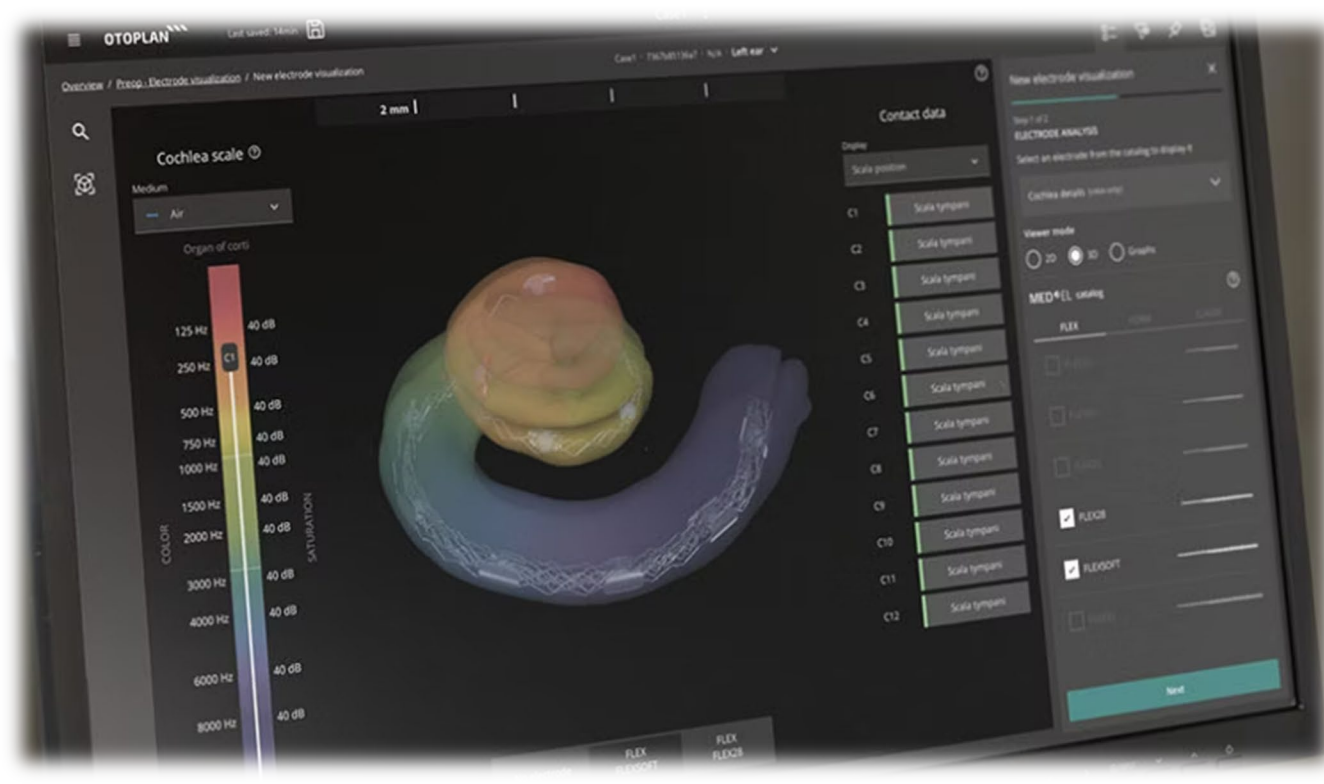
Disagree
- 

Neutral
- 

Agree
- 

Strongly Agree

# Remote surgery



# Remote switch-on

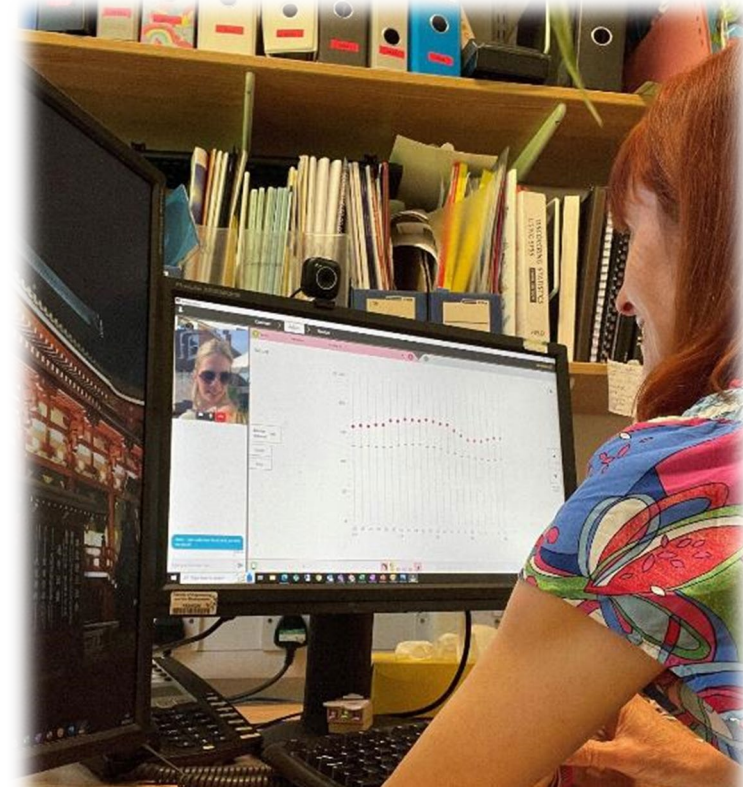
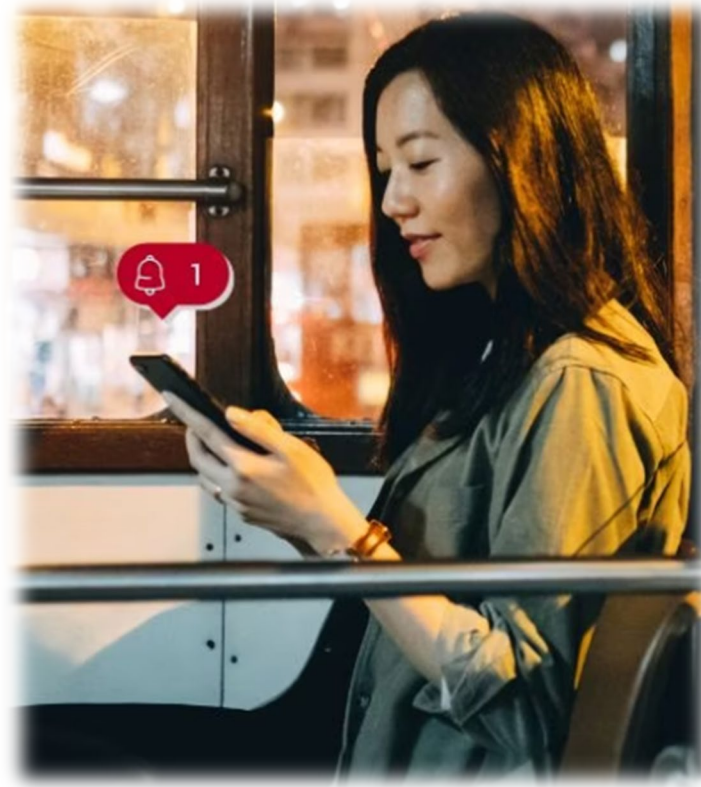


UNIVERSITY OF SOUTHAMPTON

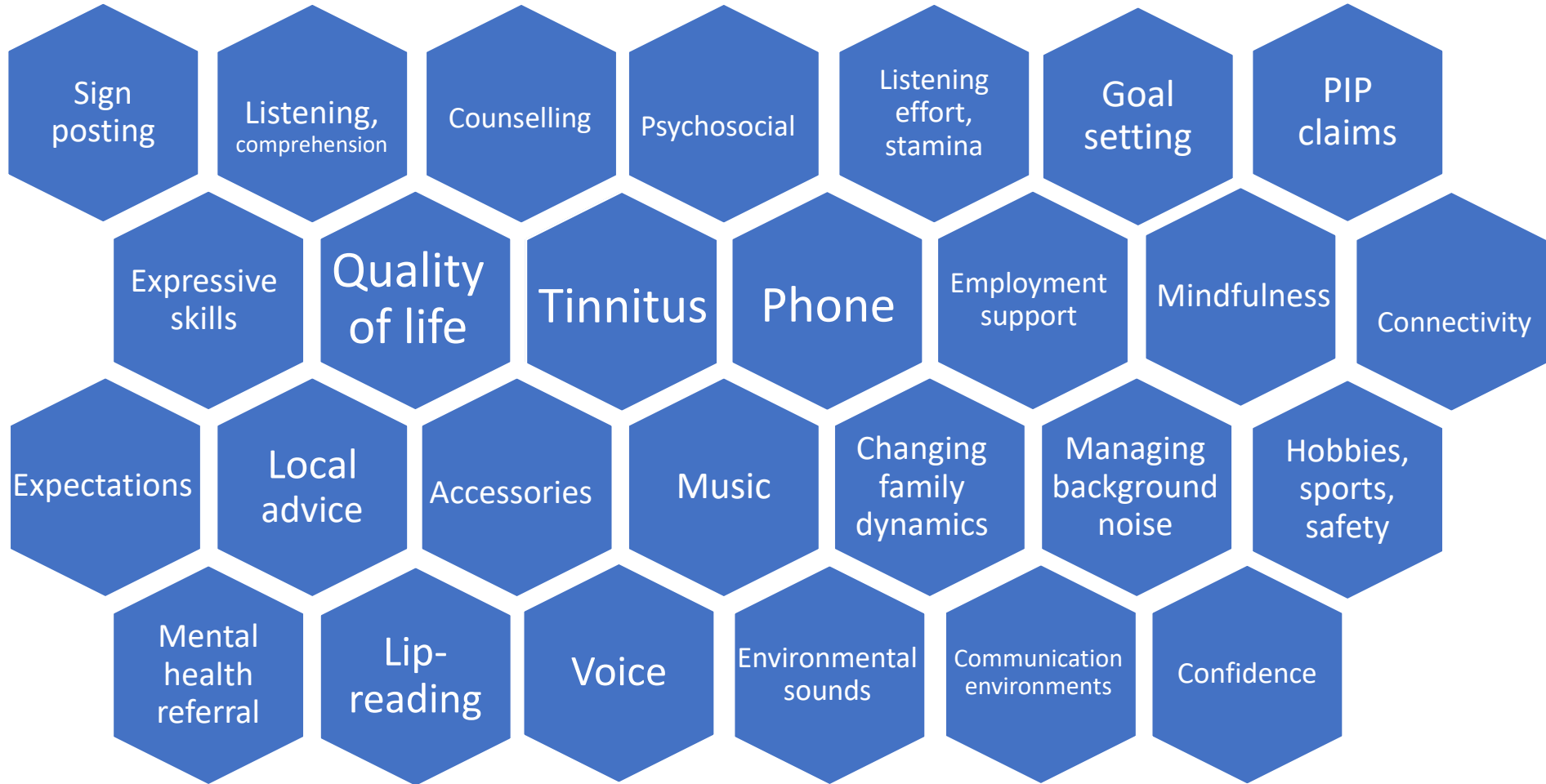
A toddler has been able to hear for the first time after a groundbreaking remote switch-on of her cochlear implants.



# Remote mapping



# Remote rehabilitation (coaching)



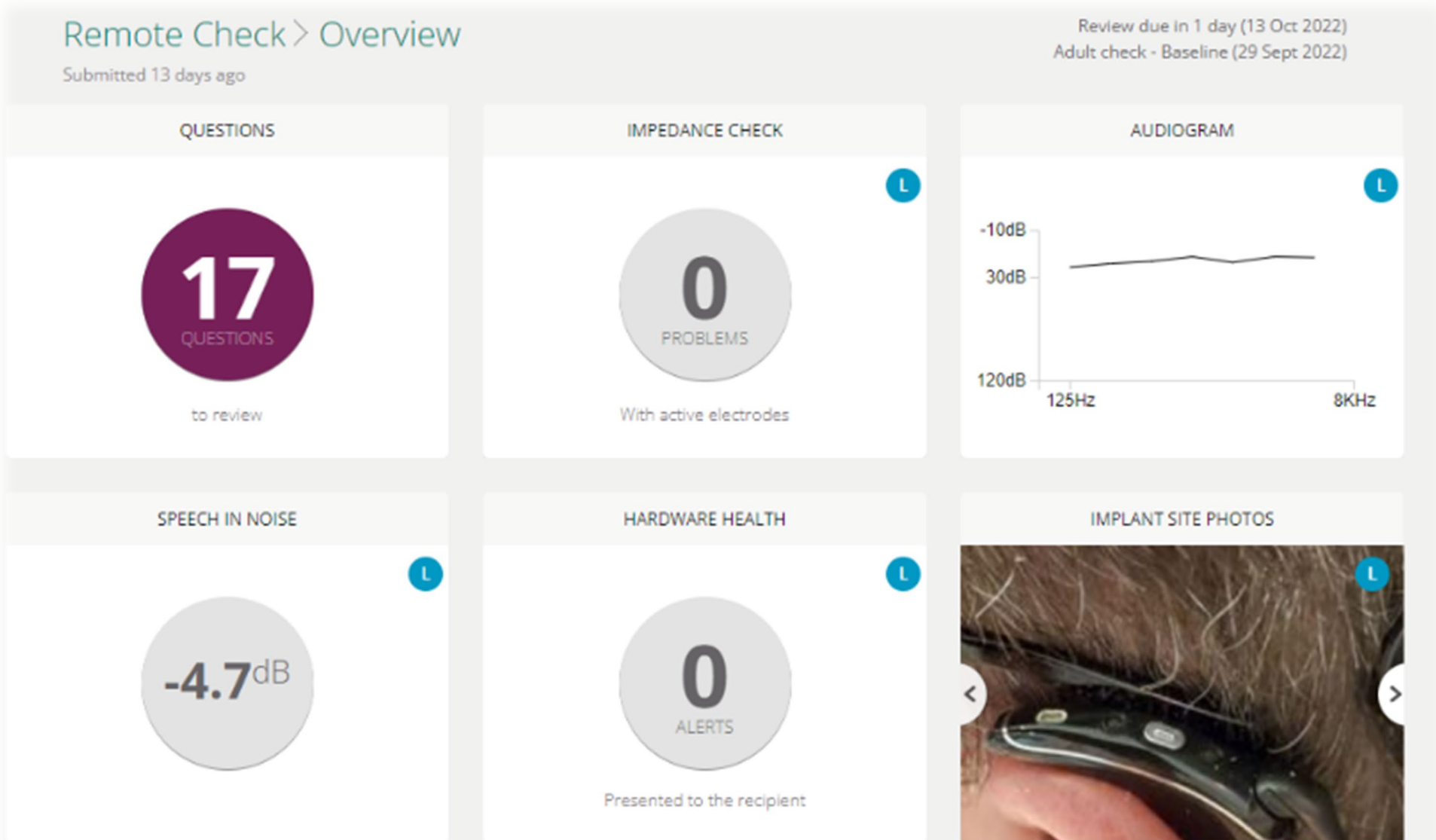
# Remote rehab

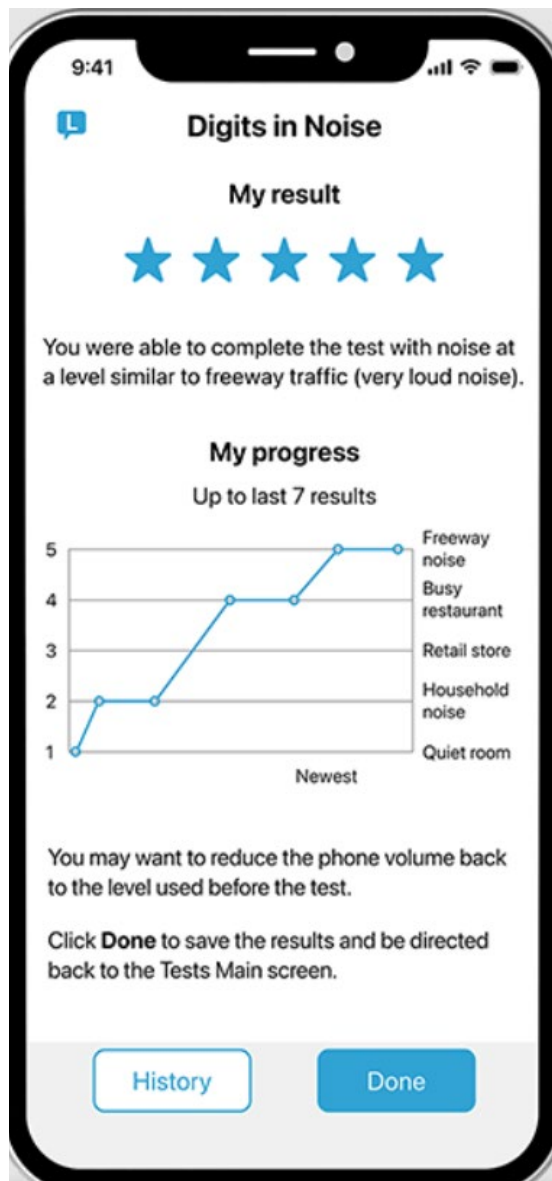


Remote  
lifelong care 



# Remote Check





it

16 Jun 2025 15:43 Both

28 dBHL

★★★★★

On average, you can hear soft sounds like  
whispered

speech or rustling leaves

500Hz : 25 dBHL 1000Hz : 30 dBHL 2000Hz : 30

dBHL 4000Hz : 30 dBHL

16 Jun 2025 15:40 Both

SRT: 1.25 dB

★★★★☆

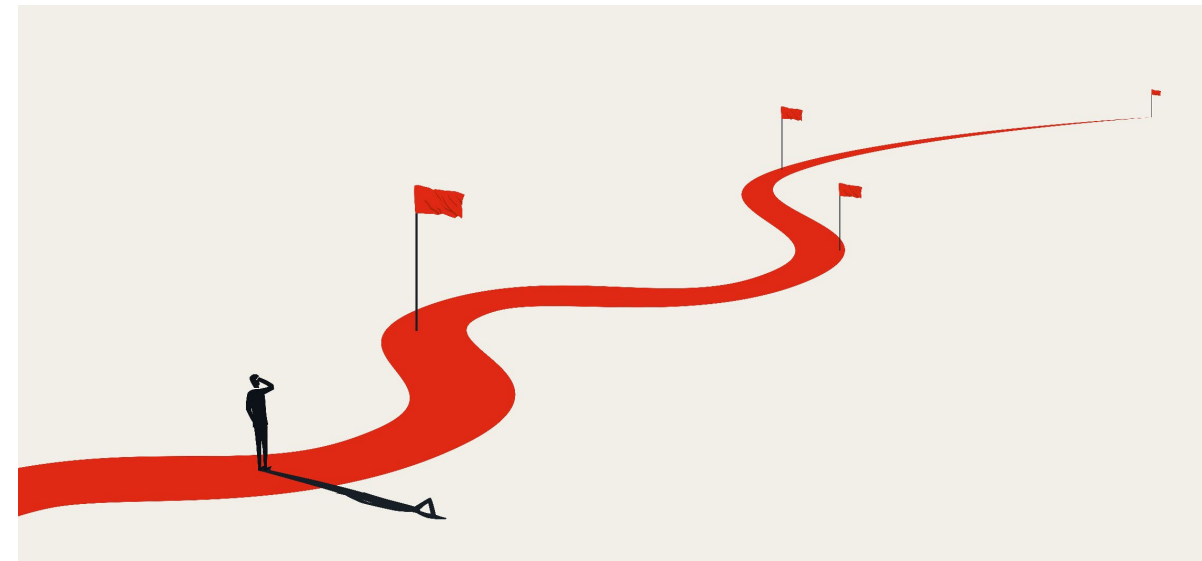
You were able to complete the test with noise at a  
level

similar to a retail store (noisy).



# Does technology improve access to CI care?

- Finding info about CI
- Assessment
- Surgery
- Switch-on
- Mapping
- Rehabilitation
- Lifelong care



# Is technology improving access to hearing care globally?



Vidya Ramkumar, India

Tersia de Kock, South Africa

# Patient preferences for Remote cochlear implant management: A discrete choice experiment

Catherine Sucher , Richard Norman, Emma Chaffey, Rebecca Bennett, Melanie Ferguson

Published: June 3, 2025 • <https://doi.org/10.1371/journal.pone.0320421>



## Results

A total of 124 adult cochlear implant users completed the survey. Conditional logit analysis revealed the strongest participant preference was clinician continuity for assessment review, followed by low service costs. They preferred to receive assessment results within one week of completion, but not by videoconference/call in the acute care scenario. Only 12% of participants preferred in-clinic visits for all scenarios. Notably, 100% of participants felt that cochlear implant users should be made aware of remote service opportunities available to them.

Helen Cullington

H.Cullington@Southampton.ac.uk

Scan for my  
contact  
details

