

UNIVERSITY OF
Southampton



CHOICE app
User manual

v1.8 1 July 2019

1. Conditions of use statement

The CHOICE - cochlear implant home care app is for people using cochlear implants at participating centres.

You should only use the app if you have agreed this with your cochlear implant centre clinician. Do not pass the app onto anyone else to use.

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2 Registering to use the CHOICE app

Before you can use the app, you must register for an account. This is specific to you and therefore you will enter some information about you and your cochlear implant.

To view websites, you will need to use a program called a 'browser'. This acts as your door to the internet. Browsers are all slightly different, but they all allow you to 'surf' the internet and access different websites. The CHOICE app does not work well on Internet Explorer. We recommend you use another browser such as Edge, Chrome, Safari or Firefox. Browsers are free to download.

To register:

1. Make sure your computer, mobile phone or tablet is connected to the internet.
2. Open the web browser
3. Enter the address: <https://cichoice.soton.ac.uk>
4. You will see the following screen. Click on '**Register**'.

The screenshot shows the registration page for the CHOICE app. At the top, there is a green header with the CHOICE logo. Below the header, there are two buttons: 'Register' and 'Login'. The 'Register' button is highlighted with a green box and an arrow. The main content area contains a white box with the text 'Welcome to CHOICE - cochlear implant home care. Please enter your email address and password below.' and a 'Log in' link. Below this are two input fields for 'E-mail Address' and 'Password'. At the bottom of the white box are a 'Login' button and a 'Forgot your password?' link. The footer contains contact information and a 'FAQs' link.

- Now you will now see the screen below. You must answer each question to create your account.

- You will need to enter the registration code implant as below. Once you have completed every question, click on the blue **Register** button at the very end of the page. This will send your information and create your account.

What is your highest qualification? Explain qualification levels

The CHOICE app will send you notifications and reminders. Would you prefer to get them by email or mobile phone?

Month and year that you first had your cochlear implant surgery

Please click in this box to read the consent form

[View Patient Information Sheet](#)

Please enter your registration code

implant

Measuring app usage and functionality to help make improvements (Google Universal Analytics and Tag Manager)

We use Google Analytics software (Universal Analytics and Tag Manager) to collect information about how you use the CHOICE app and to help make its functions as user-friendly as possible. We do this to ensure the app is meeting the needs of its users and to help us make improvements. This software does not collect or store your personal information (for example your name or address) so this information cannot be used to identify who you are directly. The analytics data collected are not used for commercial purposes, in particular, we do not allow Google to use or share such analytics data. If you would like further information on the University of Southampton's data protection policy, please see www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page.

[Register](#)

2.1 Login to the app

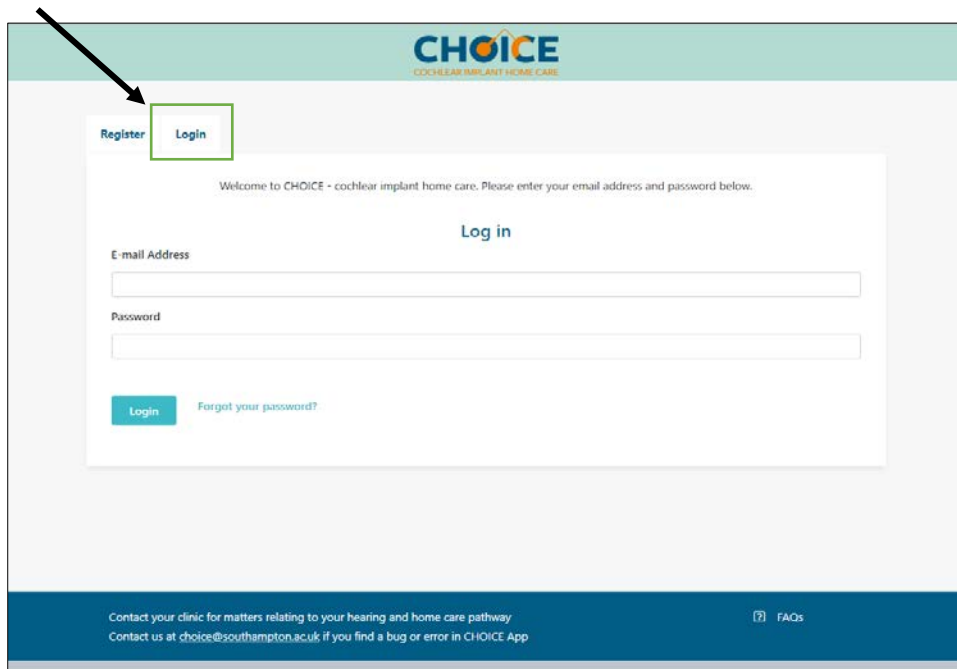
The email address you entered and password that you created on the registration page are now your login details. Do not share your password with anyone.

To login:

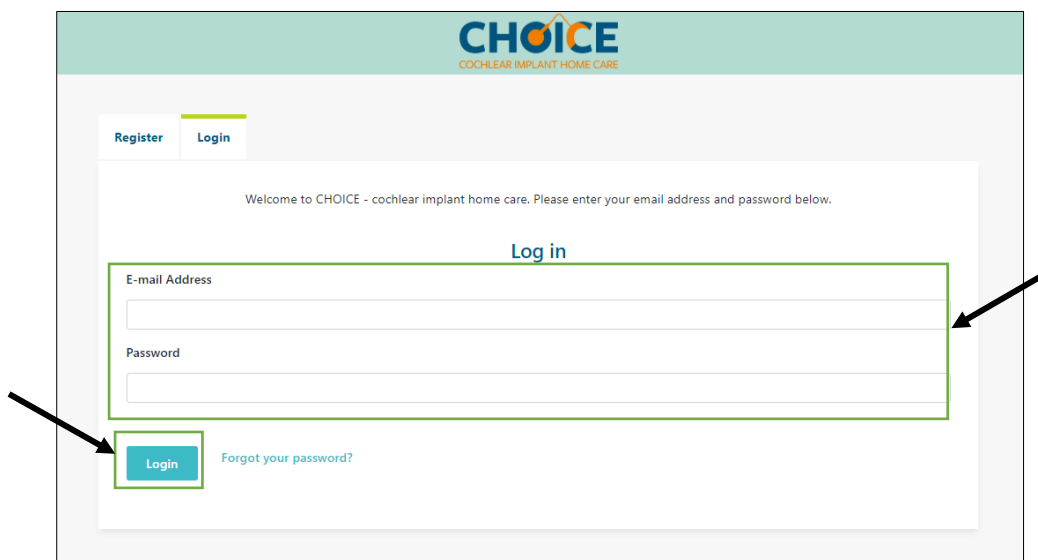
- Make sure your computer, mobile phone or tablet is connected to the internet

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2. Open the web browser
3. Enter the app address: <https://cichoice.soton.ac.uk>
4. You will see the following screen, click on 'Login'



5. You will now see the screen below. Click on the text box to enter your email address and password.
6. Click on the blue 'Login' button.



Remember: you must enter the same email address you used when you registered.

TIP: It might be helpful to 'Bookmark' the 'Log in' page of the app, so that you can find it easily next time you want to use it.

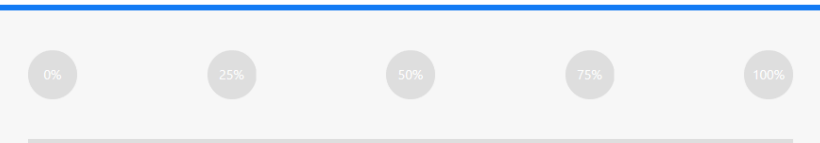
2.2 The first time you use CHOICE

We need you to do 4 things so we can provide the best care for you and evaluate how CHOICE is working:

1. Hearing check baseline score
2. General check-up questionnaire
3. Take a photo of your implant site (behind your ear)
4. Do a questionnaire on how you feel about CHOICE

It is really important to do these as soon as you can. You will see a reminder every time you log in until they have been done.

As you are new to CHOICE, we need you to do a few things to help with your care. If you have something you want to do urgently, you can leave these for later. But we will remind you every time you log in.



You have done 0 of 4 steps of the set-up. Please do the other steps soon as they are important to your care

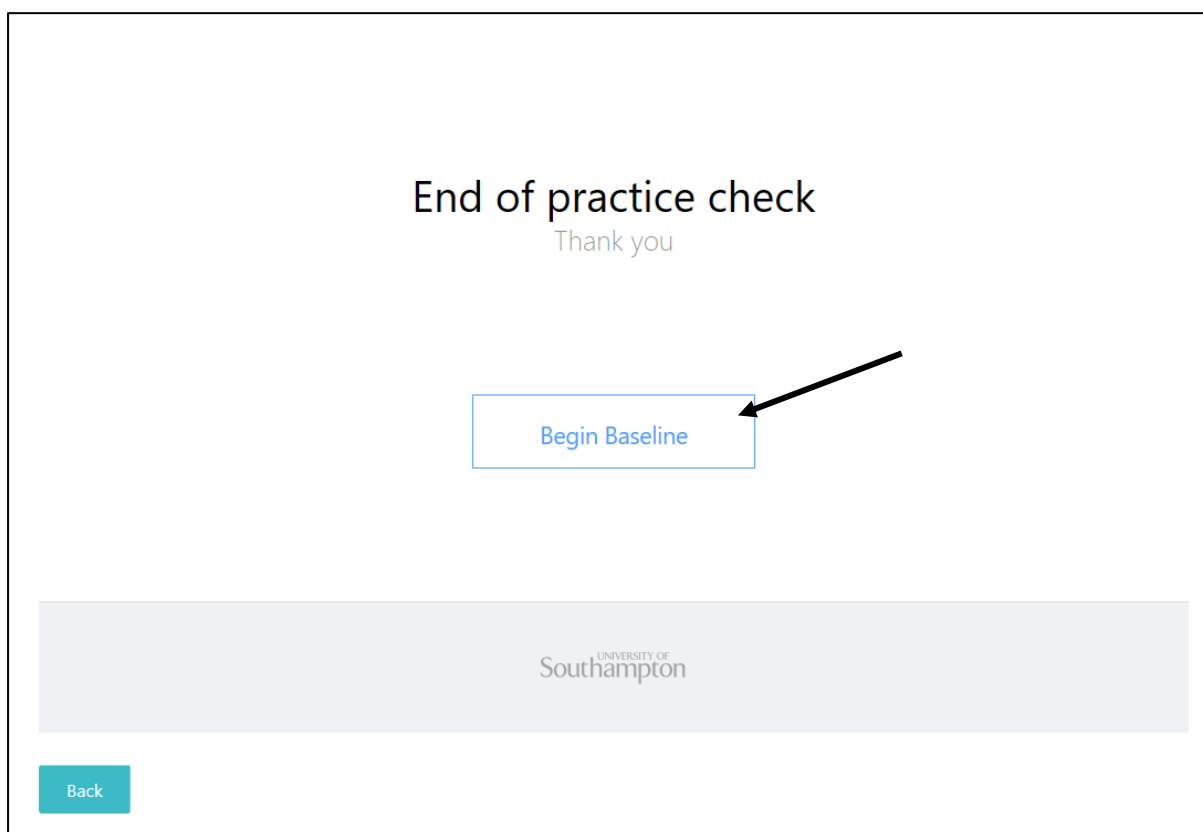
✗ Hearing check baseline score	Why do we need this?
✗ General checkup	Why do we need this?
✗ Check your implant site	Why do we need this?
✗ Tell us how you feel about CHOICE so far	Why do we need this?

2.2.1 Baseline hearing check

The first time you sign in to the app you will be asked to do the hearing check twice. The first time will be used as a practice for you to get used to the check. If you are struggling with the practice, and feel like you need more practice before you record the baseline, do NOT click on 'Begin Baseline'. Instead, click Home to go back to the main app page and then restart the hearing check from there. You will then be back in the Practice mode. **Keep going back to the Practice as many times as you like before you record your baseline.**

Only click 'Begin Baseline' when you feel you are ready to do the check and feel you hear the numbers as well as you can. The baseline check will be saved and all future results will be compared to it.

It is really important that you do the baseline check as well as you can and make sure you're in a quiet place where you won't be disturbed and that you finish the check. Do not stop the check or press the Back button while doing your baseline check.



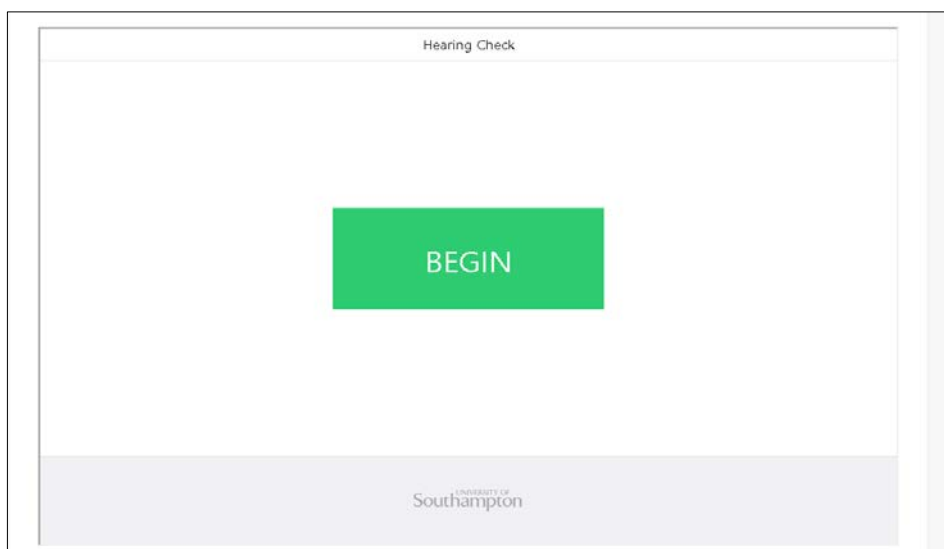
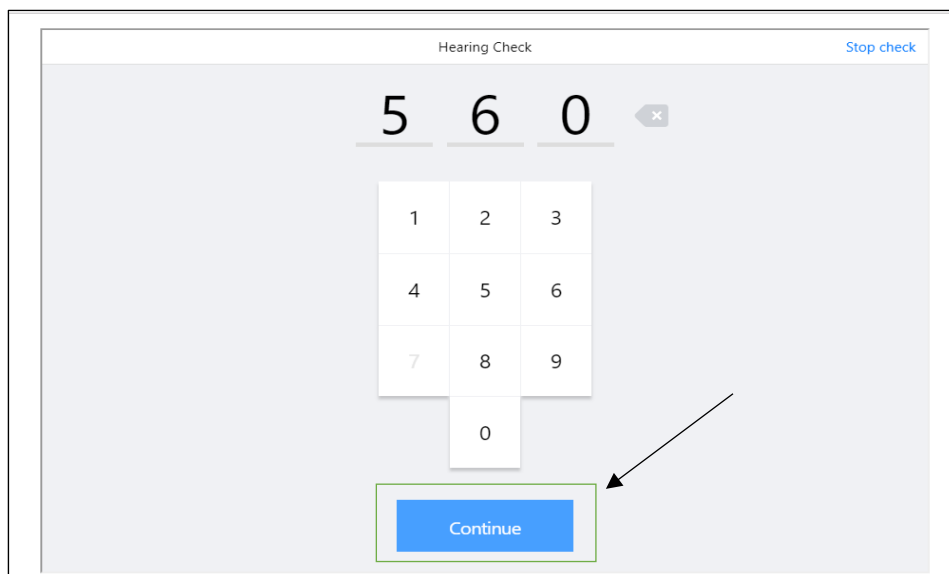
1. Make sure you are in a quiet, comfortable room without distractions or background noise.
2. If you feel tired, you may want to wait to do the check when you feel more rested
3. To start the hearing check, click on the big green button labelled '**BEGIN**' shown below.

4. You will be asked to change the volume so that it is at a comfortable level for you. Make sure it is not too loud or too quiet.

If you can't hear any sound, make sure the ringer on your device is not set to silent

This is what will happen during the hearing check:

- You will hear sets of three numbers spoken by a woman.
- The numbers will be spoken with people talking in the background.
- The number 7 will never be used (because it has 2 syllables)
- 0 (zero) will be said as 'oh'
- After listening to each set of three numbers, you need to enter the three numbers you heard using the number pad on the screen. Then press 'Continue' shown on the screen below.
- Always enter three numbers, even if you have to guess. **Wait until the word 'Listen' disappears before entering the three numbers**



- The loudness of the numbers will change as you go through the check – sometimes the numbers will be so quiet that you won't be able to hear them. You will then need to guess.

- Carry on until the check finishes. You will then see your score on the screen and this will be saved in the app.

Remember: We recommend doing the hearing check using the computer or phone/tablet speakers, so it checks the whole hearing pathway. If you use direct connect or a Bluetooth connection, it will not check your microphone.

TIP: to view all your results go back to the home screen, and select the 'Results' tab.

Not everyone will be able to do the hearing check. If this happens for you after several practices, your centre will contact you with advice.

Good for you to know:

- If your result is not as good as before, make sure that you are in a quiet room with no distractions and do the hearing check again
- If your score is worse than the baseline on the second time you do it, please contact your centre
- You can contact your centre at any time if you are worried about your hearing

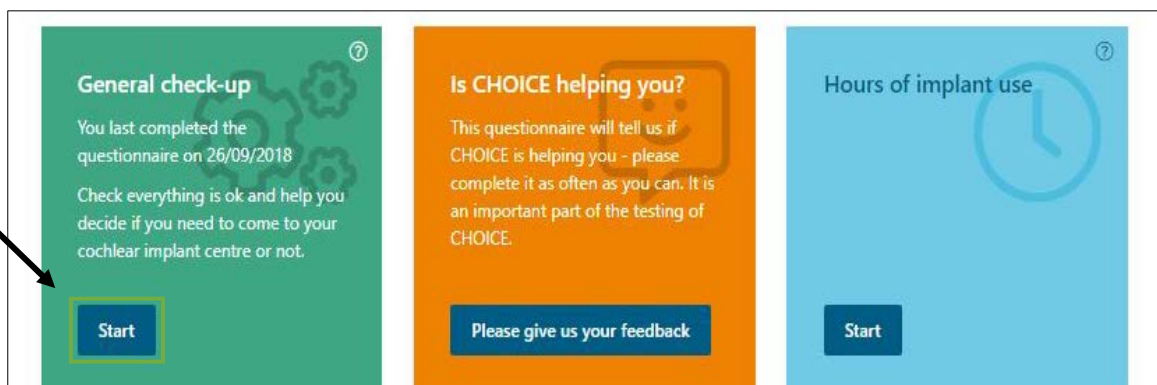
2.2.2 General check-up

This questionnaire asks about your hearing health and your implant.

When you first sign in to the CHOICE app, you will be asked to fill out the questionnaire.

From then, you can fill it out whenever you feel like you want to check if everything is ok

1. From the home screen, choose the '**General check-up**' tile



2. Choose the blue '**Start**' button to open the module

3. You will now see a screen like the one below:

The screenshot shows the CHOICE Cochlear Implant Home Care interface. At the top, there is a teal header with the CHOICE logo and the text "COCHLEAR IMPLANT HOME CARE". Below the header, there are three navigation tabs: "Home", "My profile", and "Results". The main content area displays a message: "You last completed the questionnaire on 24/10/2018". Below this, the section is titled "Health Information". There are three questions, each with two radio button options: "Yes" and "No".

Is coil/headpiece uncomfortable on your head?
 Yes No

Does the implant site feel different, sore, hot or itchy?
 Yes No

Have you had a significant bang to your head around the implant site?
 Yes No

4. Go through and answer each question. At the end of the questionnaire you will see a blue 'Complete' button. Click this to save your answers.

This screenshot shows the end of the questionnaire. It contains four questions, each with two radio button options: "Yes" and "No". At the bottom of the questionnaire, there is a blue button labeled "Complete". A black arrow points to this button, and it is highlighted with a green rectangular border.

Since your last appointment has your ability to look after your equipment changed in any way?
 Yes No

Since your last appointment, has your battery life got worse?
 Yes No

Are there any concerns you wish to discuss with your cochlear implant clinician?
 Yes No

Would you like an appointment to come to the cochlear implant centre for a review?
 Yes No

Complete

TIP: You need to answer every question. If you have accidentally missed out a question you will see a **red error message** like the ones in the image below:

Use of implants and accessories

How many hours per day do you wear your processor?

This is required

Since your last appointment, has there been a change in sound quality?

Yes No

Since your last appointment, has there been a change in your ability to hear speech?

Yes No This is required

Since your last appointment, have sounds become quieter than they were before?

Yes No

Since your last appointment, has anyone in your family or a friend said they think your hearing is worse?

Yes No

Equipment

If appropriate for your processor, have you changed your microphone cover in the past 2-3 months?

Yes No

Good for you to know:

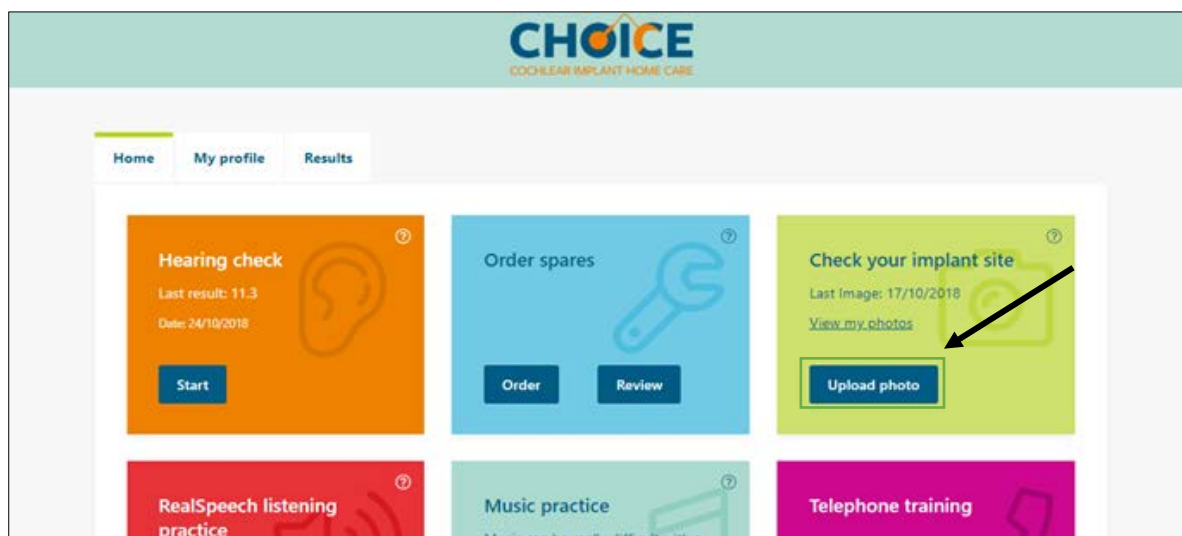
If your answers to the questions suggest you may be having some difficulty, you will be prompted to contact your cochlear implant centre to seek some help and advice. Your wellbeing is very important, and your implant centre is still there to help you when you need it.

2.2.3 Check your implant site

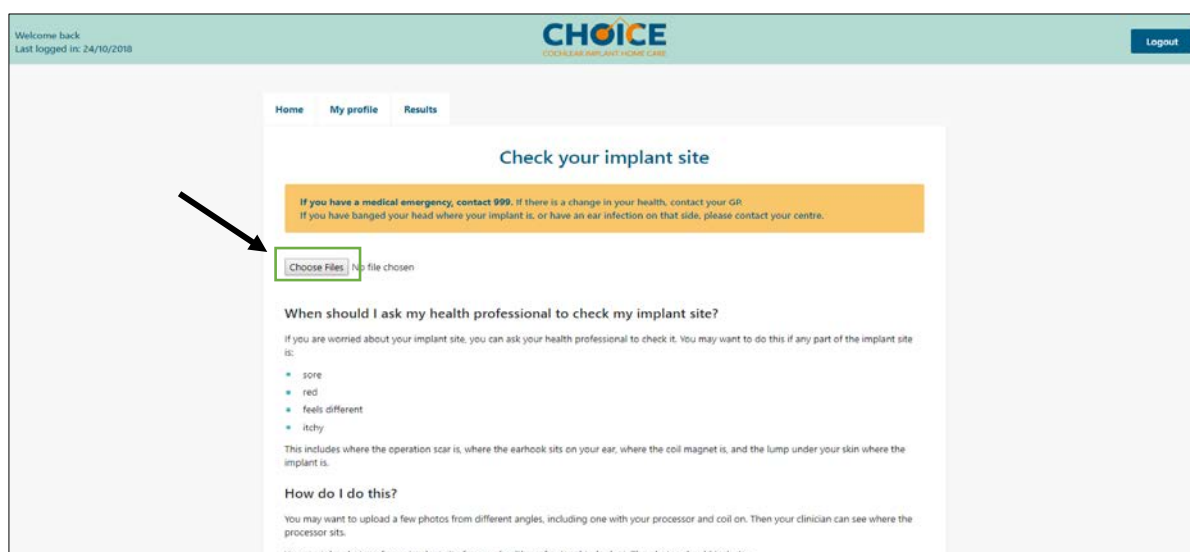
If you are worried that any part of your cochlear implant site is sore, red, or feels different or itchy, please take a photo for your clinician to look at. This includes where the operation scar is, where the ear hook sits on your ear, where the coil magnet is, and the lump under your skin where your implant is.

*If you have banged your head where your implant is, or have an ear infection on that side, please contact your centre. **If you have a medical emergency, contact 999.** If there is a change in your health, contact your GP*

To upload a photo:



1. From the home screen, select the **'Upload photo'** button on the 'Check your implant site' tile
2. You will now be able to see the screen below:



3. Select the button labelled **'Choose Files'**, this will open the file management system on your computer or phone/tablet
4. Go to where you have saved the photos of your implant site, and select the ones you want to upload
5. Please edit the image that you choose, so that your face doesn't show.
 - a. Make sure that the image is clear and not blurry
 - b. Make sure that the lighting is good, so that the picture is not too dark
 - c. If you have long or thick hair, ask someone to help you part your hair so that the scar behind your ear, and the lump under your skin where the magnet sits are clearly visible in the photo
6. Once you are happy that the photo meets the requirements, select **'crop'**
7. You can add a note about the picture. For example, saying what you think the problem is

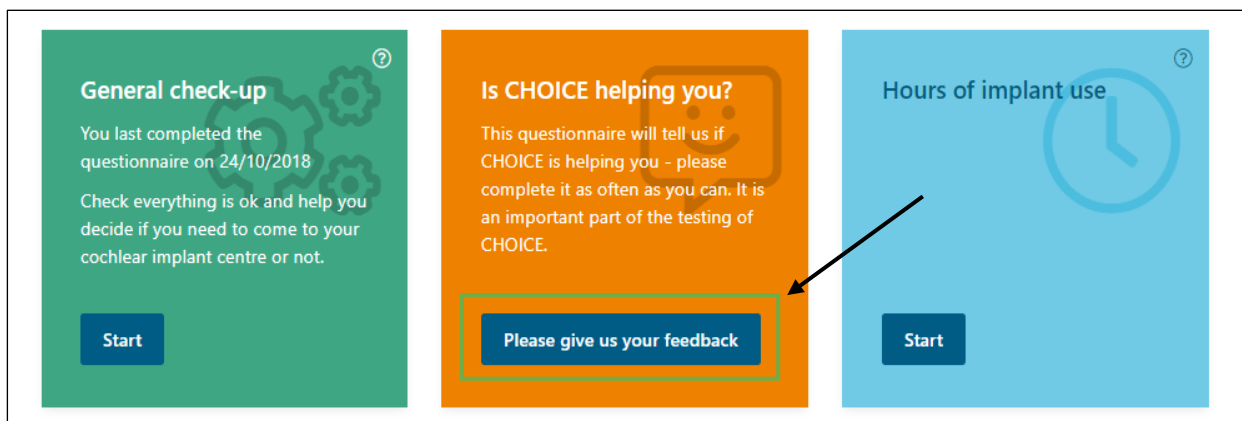
8. You can upload several photos from different angles including one where you are wearing your processor if you want to
9. Then select the green button labelled 'Save all'
10. Your clinician will review the photos and get back to you.

2.2.4 Is CHOICE helping you? Tell us how you feel about CHOICE so far

This is a short survey to help us understand more about your experience of using the CHOICE app. It asks questions about how you are feeling, how confident you are and your personal wellbeing.

To fill in the survey follow the instructions below:

1. From the home screen, choose the 'Is CHOICE helping you?' tile and click on the blue 'Please give us your feedback' button



2. You will now see the screen like the image below:

Tell us how you feel

Please fill in this short survey; it will only take a couple of minutes.

This is your first time completing this survey - Your answers are an important part of the evaluation of CHOICE.

Please choose one option on each line.

These results will NOT be seen by your cochlear implant centre - only the evaluation team. If you notice that you are finding it difficult to cope with any emotions (sadness, worry, anger), please consider speaking to your GP; they will be able to direct you to psychological support locally. You can also look at the [Emotional support](#) area of the CHOICE app.

Friends and Family

Please think about your recent experience of using this CHOICE - cochlear implant home care.
How likely are you to recommend this service to friends and family

...	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
... if they needed similar care or treatment?	😊	🙂	😐	😞	😡	😕

How are you today (past 24 hours)?

How do you feel and how much can you do?

	None	A little	Quite a lot	Extreme
Pain or discomfort	😊	🙂	😞	😡
Feeling low or worried	😊	🙂	😞	😡
Limited in what you can do	😊	🙂	😞	😡
Require help from others	😊	🙂	😞	😡

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ay at any time

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3. Please answer as many questions as you can by clicking on the face that best describes how you feel
4. Once you have finished click on the blue 'Complete' button to save your answers

I was happy yesterday

I was NOT anxious yesterday

Digital Innovation

N.B. Digital devices (below) include computers, tablets and smartphones

Strongly agree Agree Neutral Disagree

I use a digital device frequently

I feel confident using most digital devices

New ideas are needed in health care

I keep up with new ideas

Please add comments (optional)

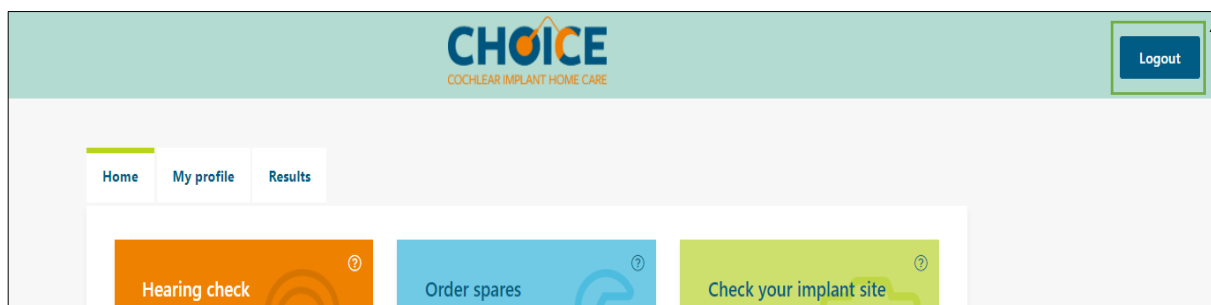
Complete

These results will NOT be seen by your cochlear implant centre - only the evaluation team. If you notice that you are finding it difficult to cope with any emotions (sadness, worry, anger), please consider speaking to your GP; they will be able to direct you to psychological support locally. You can also look at the [Emotional support](#) area of the CHOICE app.

2.3 Logout of the app

To logout:

In the top right-hand corner of the screen you will see a blue button labelled 'Logout'



1. Click this button once, and you will be logged out of the app.

Remember: *if you are using a public computer e.g. you are in a library or internet café, we strongly recommend that you log out of the app to protect your information. CHOICE will automatically log out if you have not used it for a while*

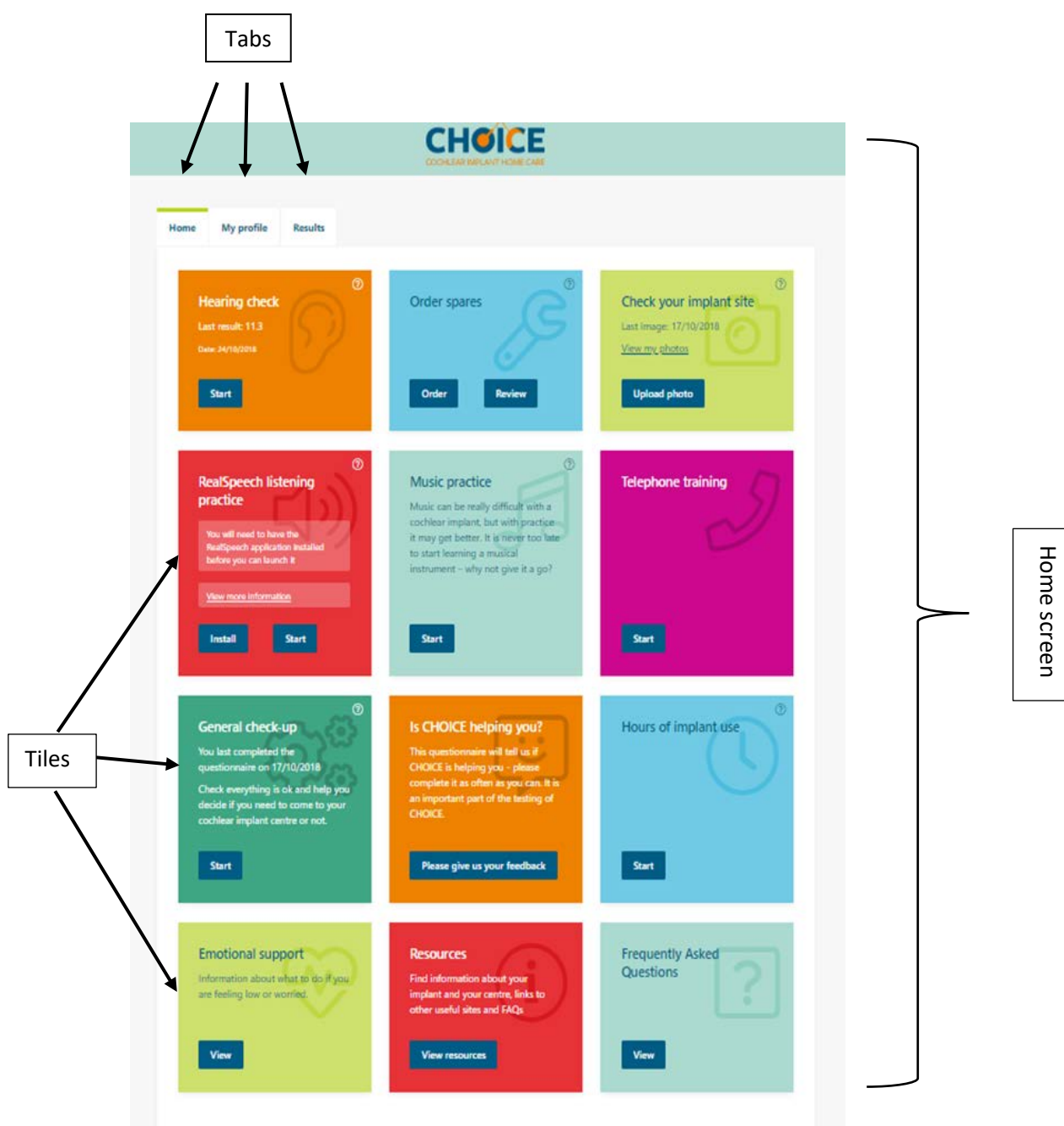
3. Using the app

3.1 CHOICE app home screen

Once you have logged in to the app, you will see the main page. This is called the **'home screen'**. The home screen is made up of **'tiles'**. Tiles show all the different features in the app.

At the top of the home screen you will also find **'tabs'** these are shortcuts that take you to a particular part of the app:

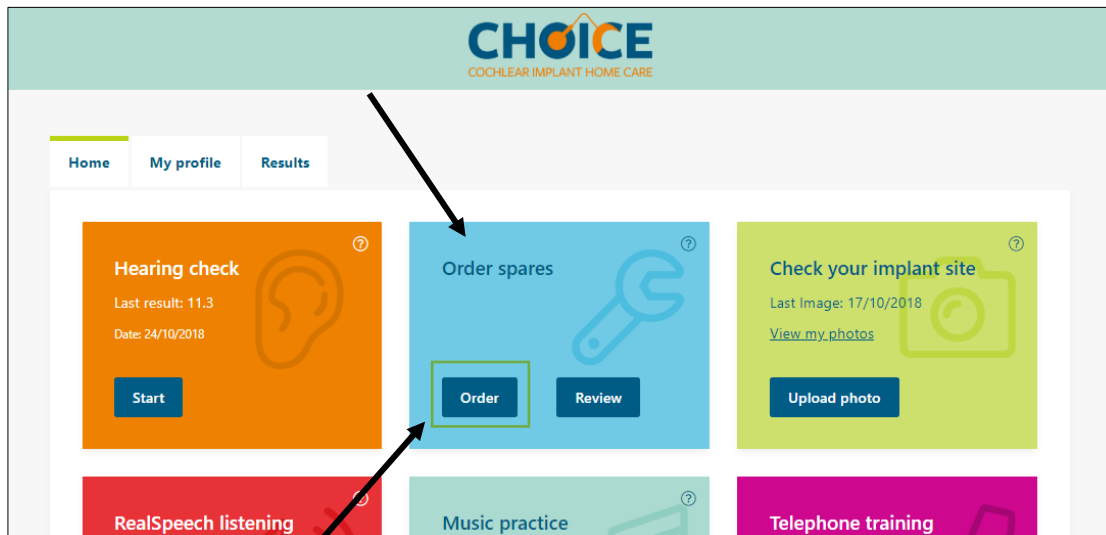
- The home screen
- My profile (where your personal information is)
- Results (which is where you can find your results from the hearing check etc.)



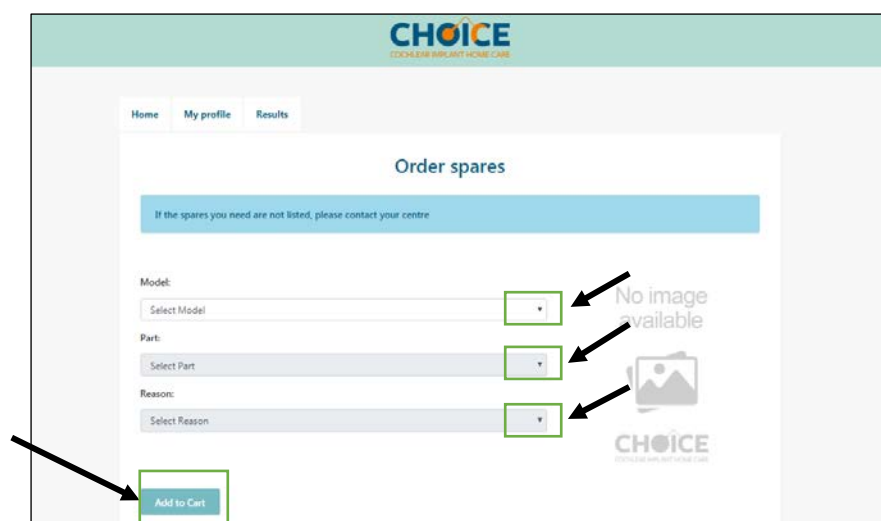
3.2 Order spares

You can order spare parts that you need for your implant.

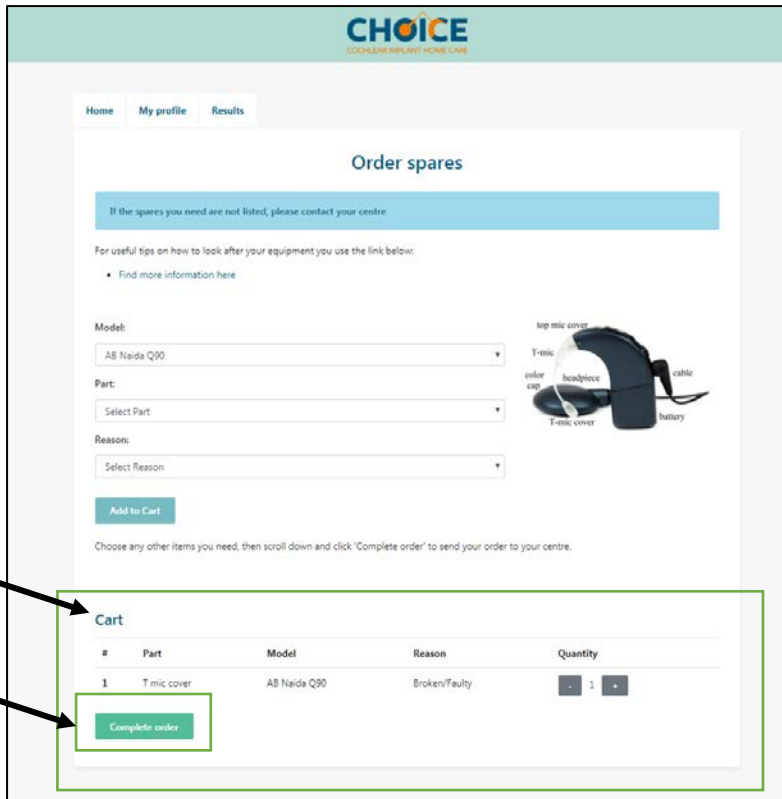
1. From the home screen, find the 'Order spares' tile



2. Click on 'Order'
3. You will now see the screen below



4. Click on 'Select model' to choose your processor from a list
5. Click on 'Select part' to choose the part that you need from the drop-down menu
6. Click on 'Select reason' to tell your centre why you need the spare part
7. Once you have chosen the part you need, click the blue button labelled 'Add to Cart'
8. Now your 'cart' will appear underneath like in the next picture



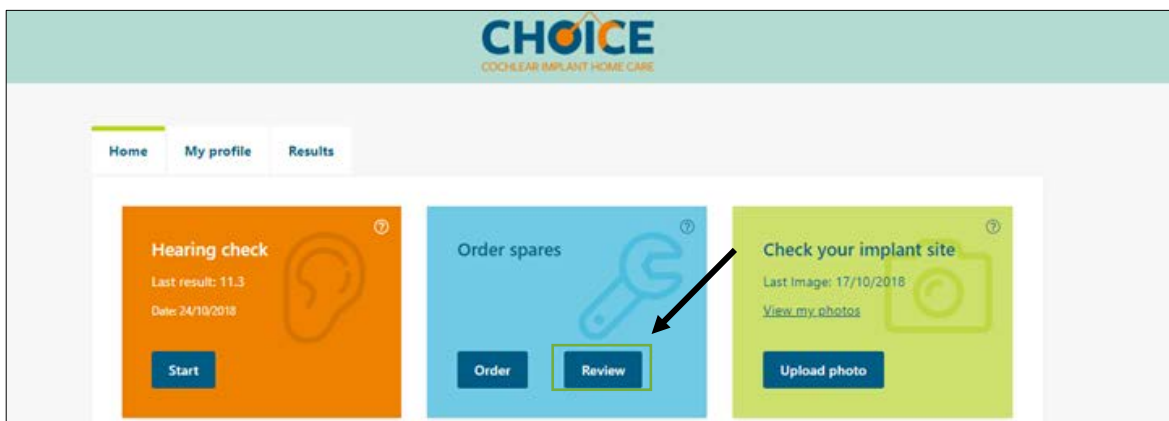
9. Click on **'Complete order'**

10. Your order has now been submitted and you will see your order number on the screen.

3.2.1 Review your open orders

To review the orders you have placed and let your cochlear implant centre know you have received your order:

1. From the home screen, click on the blue button labelled **'Review'** on the 'Order spares' tile.



2. You will then be taken to a screen called **'Orders'**. You will find a list of the items you have ordered and information about each order.

V1.8 1.7.19 You can always contact your cochlear implant centre in the usual way at any time

3.3 'RealSpeech' listening practice

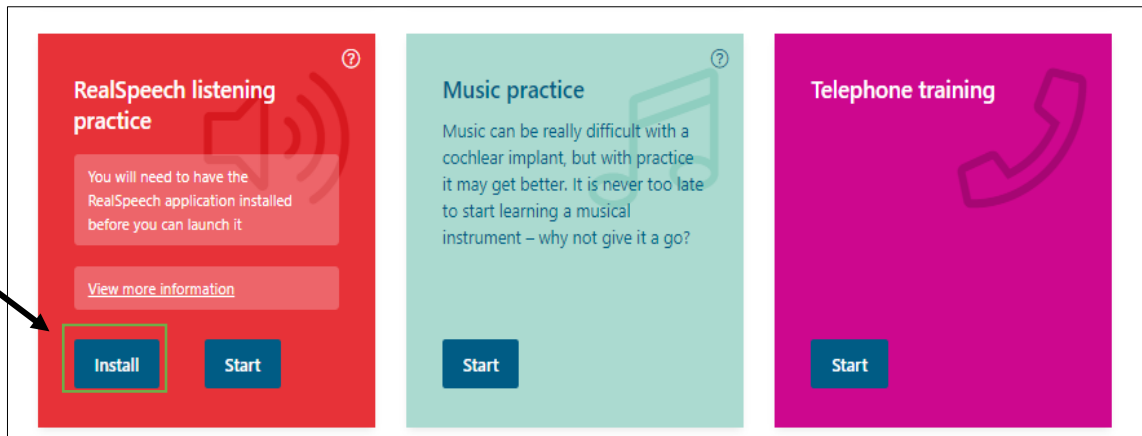
RealSpeech can help you practise listening to speech in background noise.

RealSpeech only works on a computer running a minimum of Windows 10

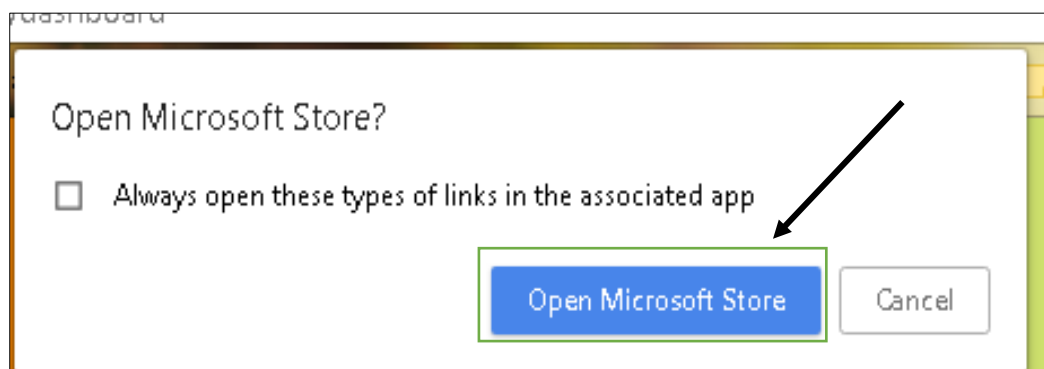
3.3.1 Installing RealSpeech

Before you start you need to install the 'RealSpeech' app on to your computer.

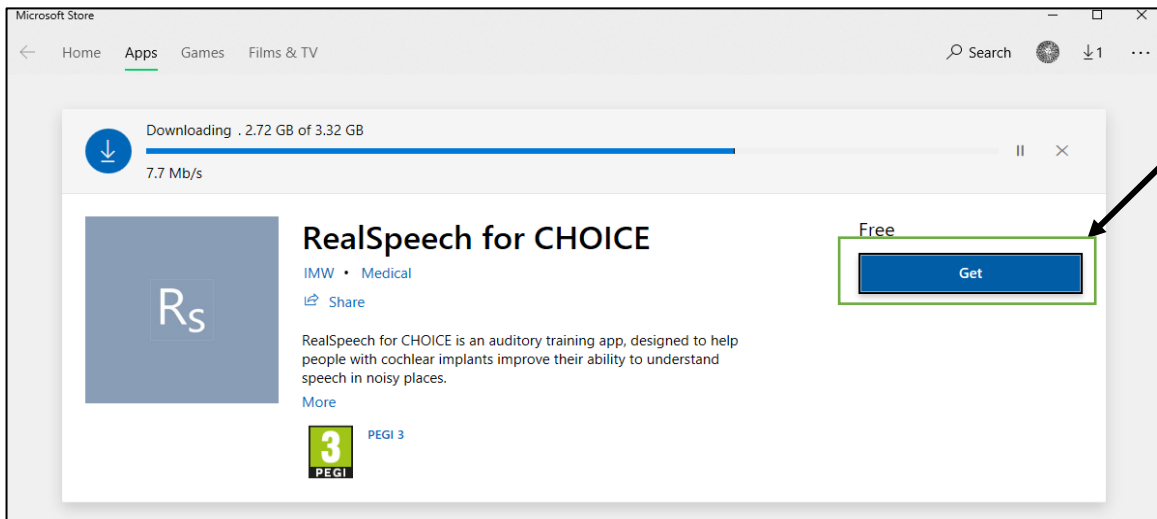
1. From the home screen, click on the blue **'Install'** button on the **'RealSpeech listening practice'** tile, as below:



2. A message will pop up on the screen, asking your permission to open the application store. Click **'open Microsoft store'**

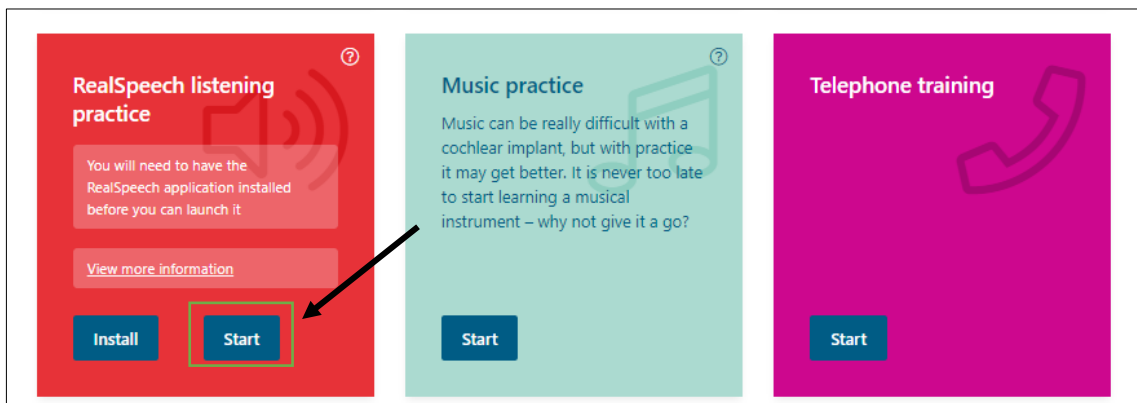


- When the Microsoft Store is open, click **'Get'** and the RealSpeech for CHOICE application will start to download on to your computer.



TIP: It may take several minutes to download so do not close the Microsoft Store until the application has finished downloading.

- Once the RealSpeech application has fully downloaded, go back to the CHOICE app home screen, find the **RealSpeech tile** and select **'Start'**



- A separate window will open, and you will see a series of instructions on how to use the RealSpeech app.
- Take the time to read these instructions before you begin

Troubleshooting tips:

If you are having problems getting the RealSpeech application to download, check that you are connected to the internet.

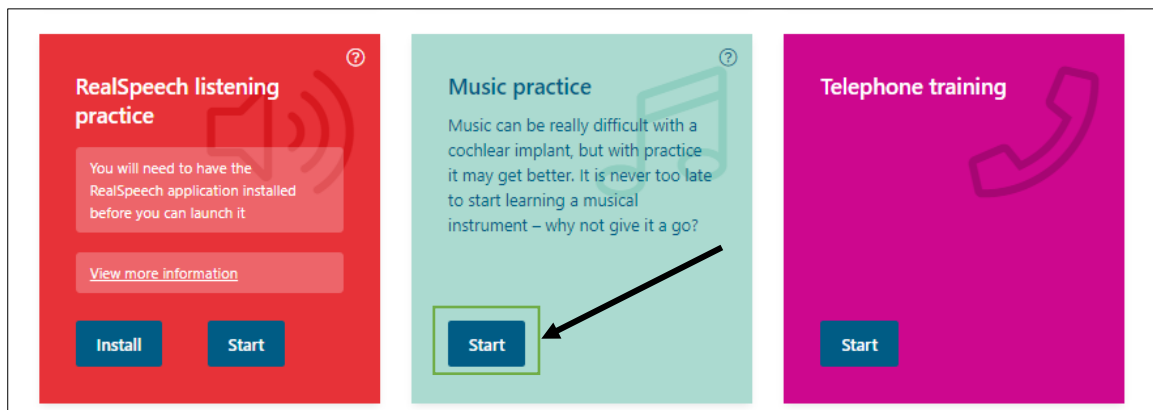
If you are having problems getting the RealSpeech application to work after you have downloaded it, close the application store; then log out of the CHOICE app and log back in. Then try starting the RealSpeech application again.

3.4 Music practice

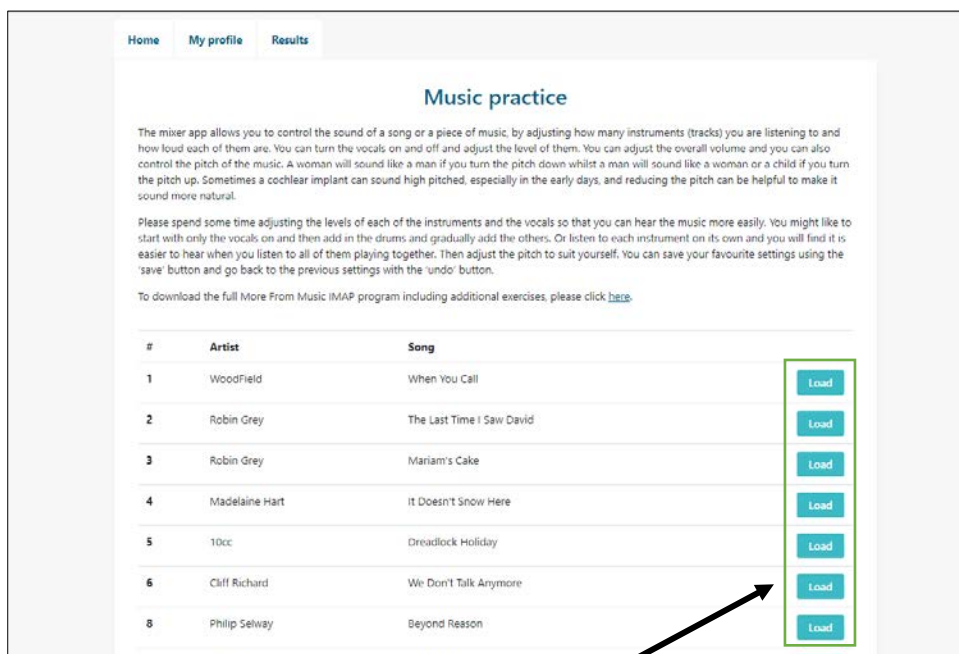
Music can be difficult with a cochlear implant, but with practice it may get better and help you to improve your confidence and enjoyment when listening to music.

Follow the instructions below to get started:

1. From the home screen, choose the **'Start'** button on the **Music practice** tile, as in the picture below:

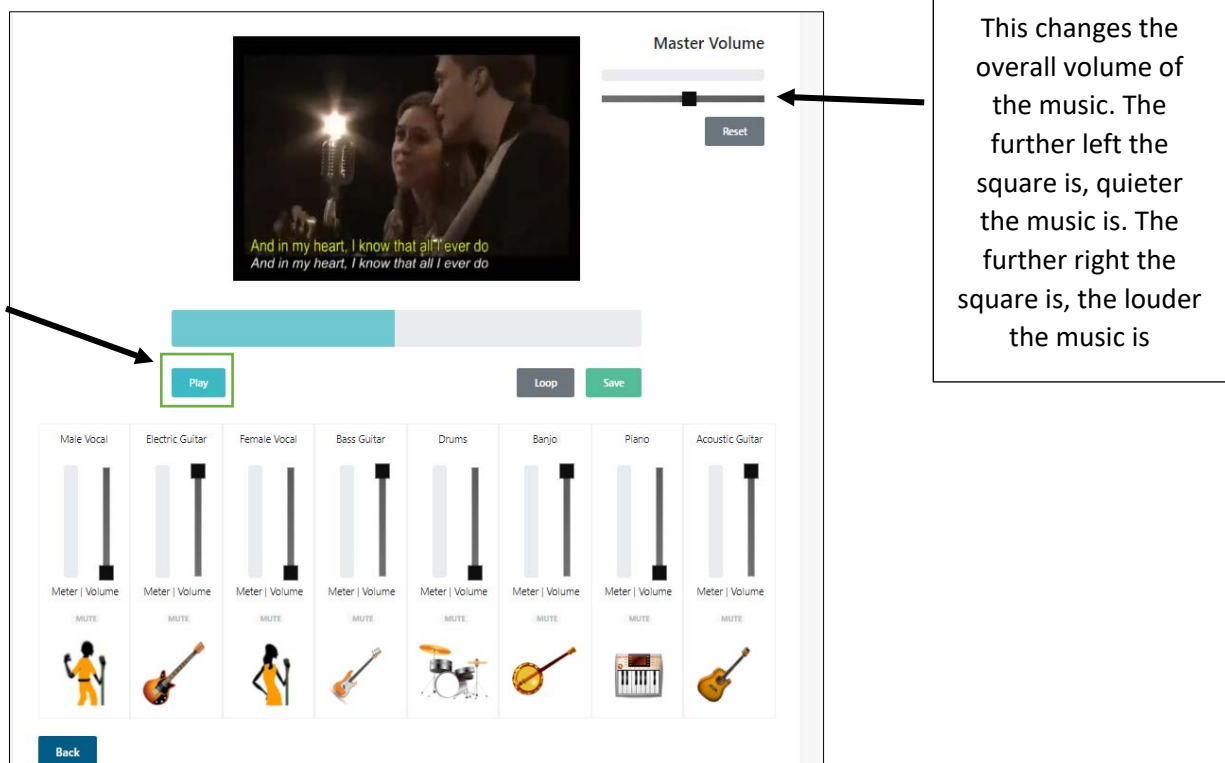


2. You will now be able to see the screen below:



3. Choose a track and click the blue **'Load'** button on the same line as the one you have chosen.

- You will now see a screen like that in the image below. You can change the overall volume of the music and the volume of each of the musical instruments: these are labelled in the picture.



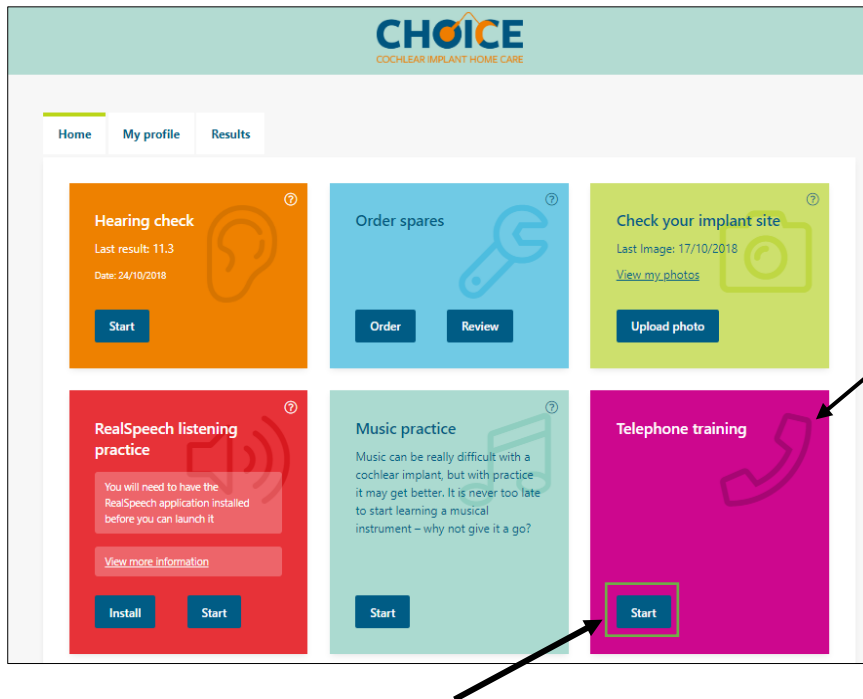
- To start the music, choose the blue **'Play'** button
- Instrument controls - The instrument controls allow you to adjust the mix of the music. It may be easier to hear the different instruments when they are playing together if you have listened to them separately first. Ideally, start listening to each instrument separately, then add in the other instruments and the vocals one by one until you find the mix that you like the best.

TIP: Make sure that you set the volume on your computer speakers to a comfortable level before you press start.

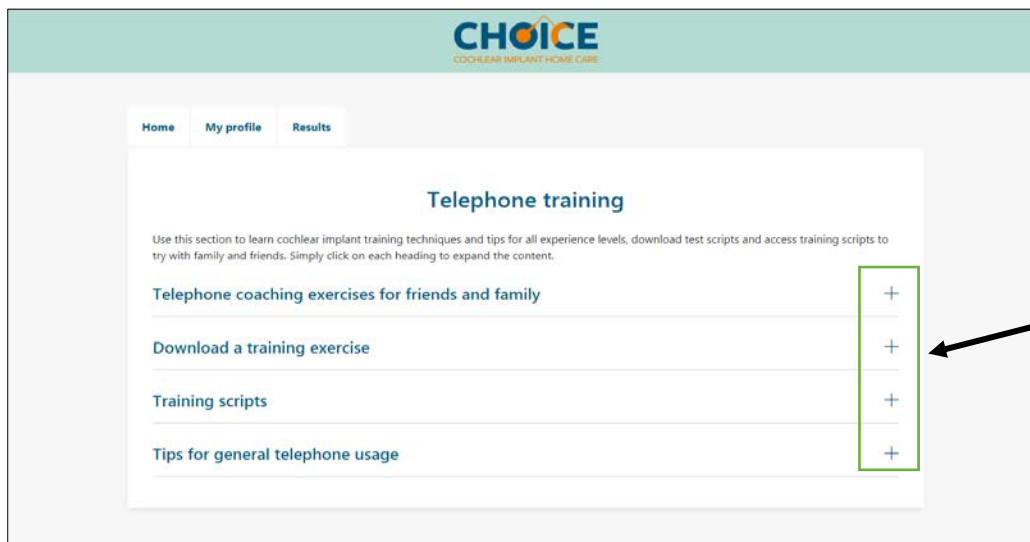
3.5 Telephone training

Using the telephone with a cochlear implant can be difficult. Practice can help you to improve your confidence.

1. From the home screen, find the 'Telephone training' tile



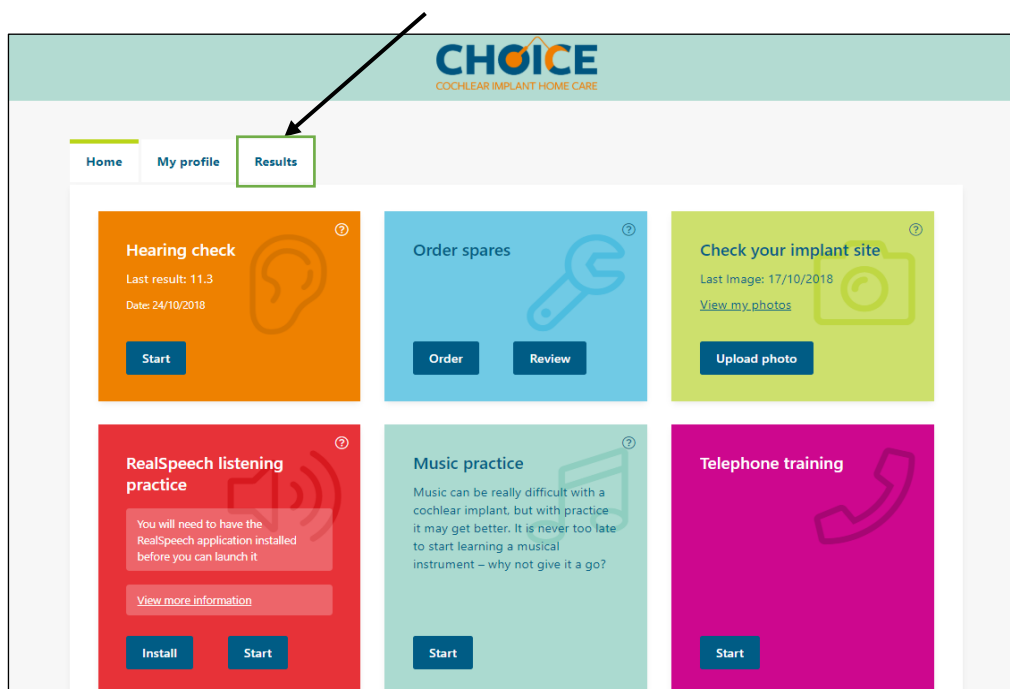
2. Choose the blue 'start' button to open the telephone training activities
3. You will now be able to see a screen like the image below:



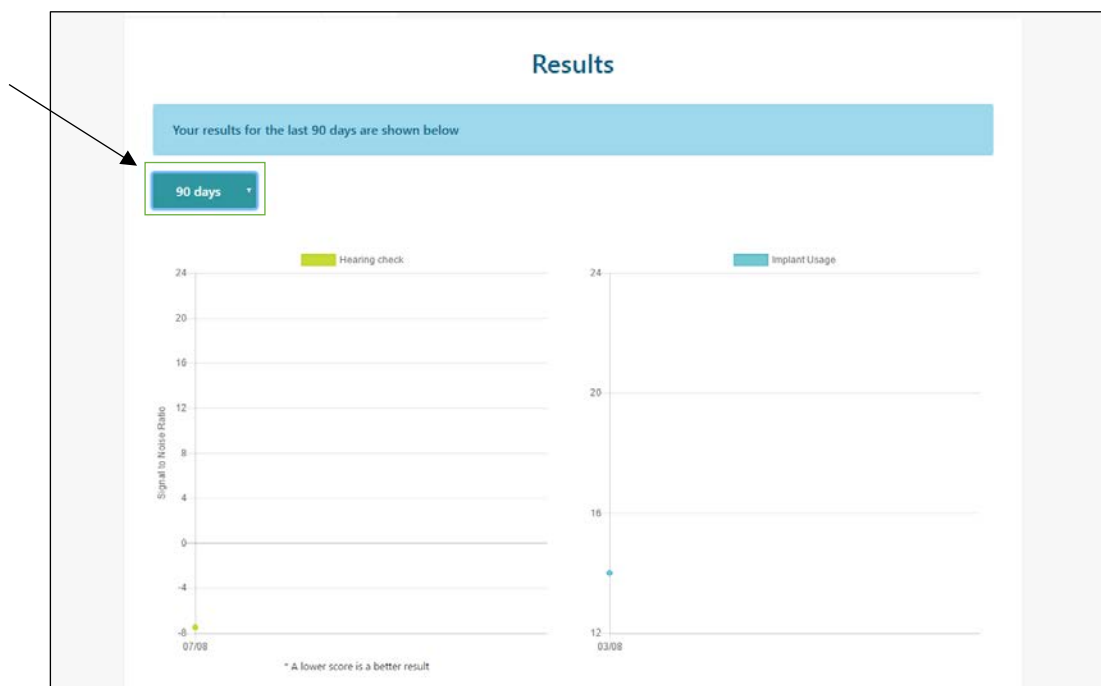
4. Click on the **plus sign** to see the information in each section. Follow the instructions; they guide you through each stage of difficulty. If you have not done any telephone training before, start with the beginner level and see how you do.

3.6 See your results

It may be interesting for you to see your results over time. They may help you keep track of your progress.



1. From the home screen, choose the **'Results'** tab.
2. You will now see a screen like the one shown below.



3. You can change the length of time that you view the results over to go from 7 days, 30 days or 90 days by choosing the duration from the blue drop down menu.

V1.8 1.7.19 You can always contact your cochlear implant centre in the usual way at any time

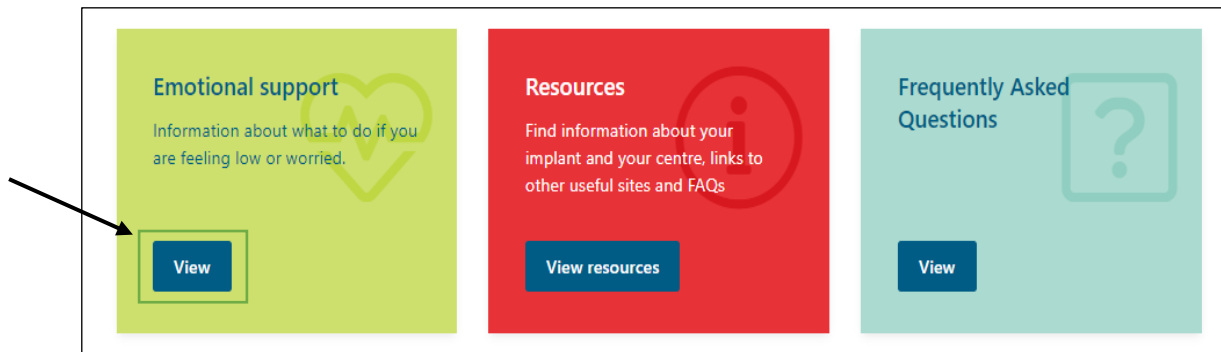
Remember: If you are worried about your hearing, always contact your cochlear implant centre.

3.7 Emotional support

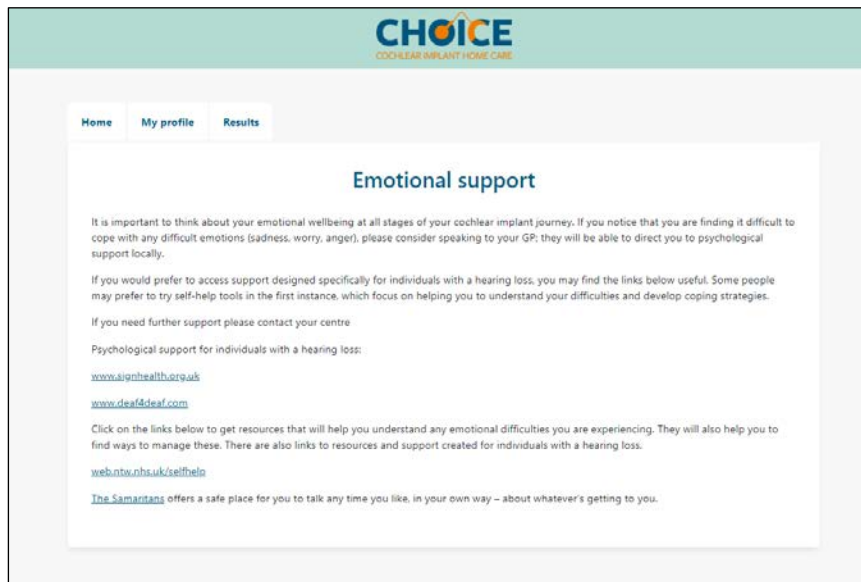
It is important to think about your emotional wellbeing at all stages of your cochlear implant journey.

The **'Emotional support'** section of the app is designed to help point you towards self-help tools and resources.

1. From the home screen, choose the **'Emotional support'** tile and click the blue **'View'** button



2. You will now see a screen like that in the image below:



3. Click on any of the blue hyperlinks. These will take you to another webpage where you can find out more about the services available to you.

Remember: Your implant centre may have people (Psychologists) that you can see if you feel you ever need help or advice about your mental health and emotional wellbeing. It is important that you contact your centre if you are finding it difficult to cope with any emotions that you are experiencing

3.8 Hours of implant use

If you want to try and increase the number of hours you use your cochlear implant, you can track your use using this feature. It does not take information from your sound processor – it only uses the information you type in. The CHOICE app does not interact with your sound processor in any way.

The three things that affect how well you hear with your cochlear implant are:

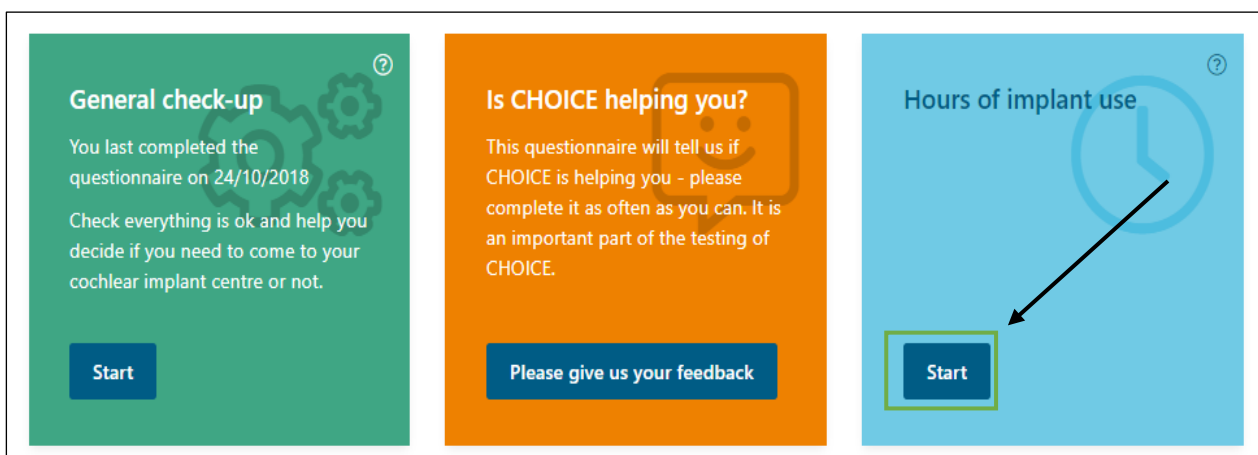
- Time
- Your programs or maps
- Listening experience

It takes a long time to get used to hearing with a cochlear implant, so be patient with yourself and make sure your family and friends understand this too. The aim is for you to wear the cochlear implant sound processor and feel comfortable with it during all your waking hours. However, this may take time to build up to.

Your program, or map, should be set so the implant is comfortable to wear. If it is not comfortable, contact your centre.

3.8.1 Recording hours of implant use

1. From the home screen choose the **'Hours of implant use'** tile and click the blue **'Start'** button.



2. You will now be able to see a screen like below:

The screenshot shows the 'Implant use' page on the CHOICE website. The page has a header with the CHOICE logo and navigation tabs for 'Home', 'My profile', and 'Results'. The main content area is titled 'Implant use' and contains several paragraphs of text. At the bottom of the form, there is an input field labeled 'Hours' and a blue button labeled 'Record Use'. Two black arrows point to these elements: one to the 'Hours' input field and one to the 'Record Use' button.

3. Click in the box labelled 'Hours' and type in the number of hours you have worn your implant that day
4. Then click the blue 'Record use' button to save your answer
5. You will now see a confirmation on the screen that your hours of use have been saved

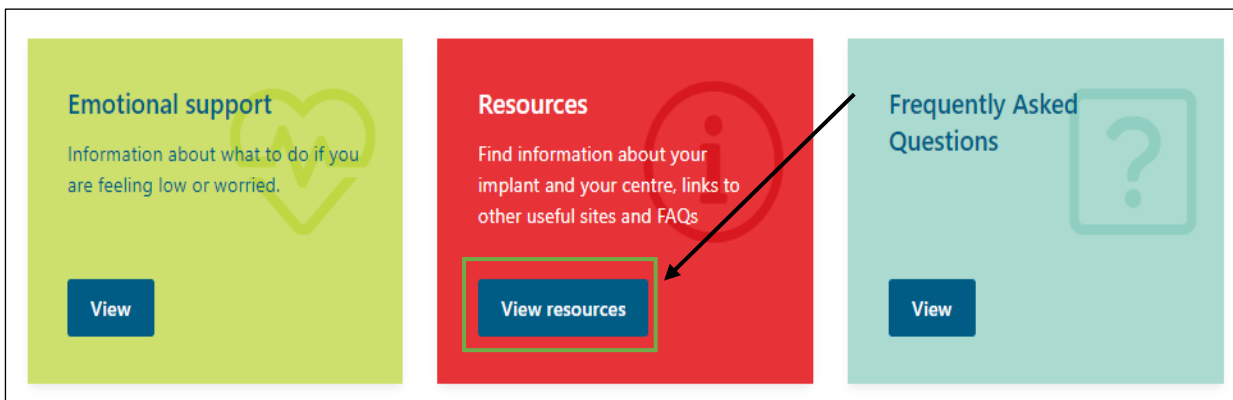
The screenshot shows the 'Implant use' page on the CHOICE website. The page has a header with the CHOICE logo and navigation tabs for 'Home', 'My profile', and 'Results'. The main content area is titled 'Implant use' and contains several paragraphs of text. At the bottom of the form, there is a blue confirmation message that reads: 'You have already recorded 8 hours for today. This will be overwritten if you submit the form below.' Below the message is an input field labeled 'Hours'. A black arrow points to the confirmation message.

You can view your hours of use over time by going to the 'Results' tab and looking at the blue graph labelled 'Hours of implant use'

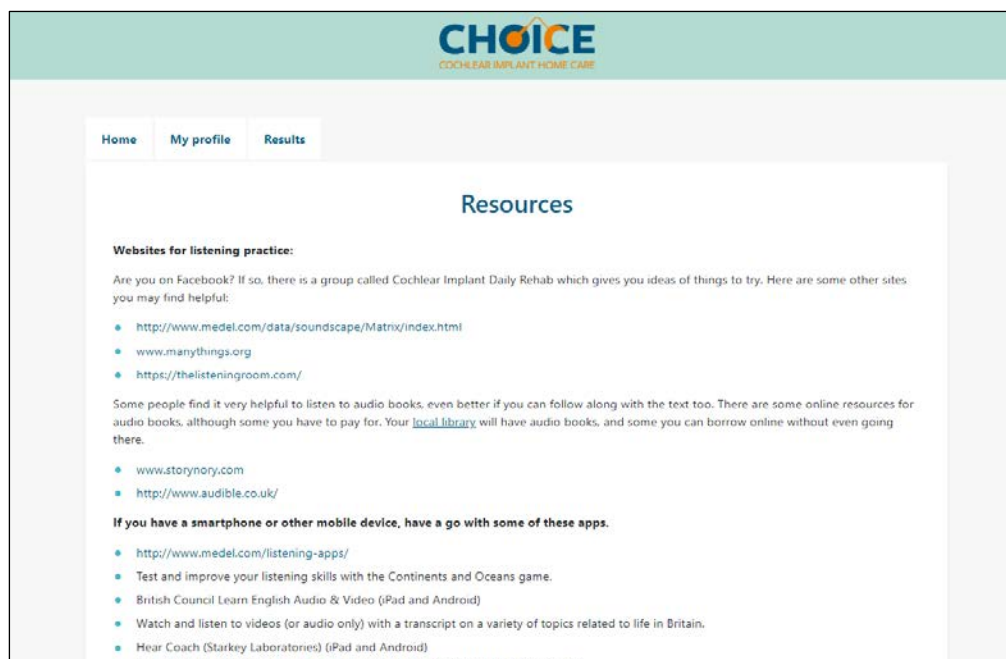
Please contact your centre if you would like help to increase your hours of use.

3.9 Resources

This module is designed to point you towards websites and resources that you may find useful and interesting.



1. From the home screen, choose the 'Resources' tile, and click on the blue 'View resources' button.
2. You will now be able to see a screen like the one below:



3. Have a read through and see if there is anything that applies to you or interests you. The blue hyperlinks will open a new webpage.

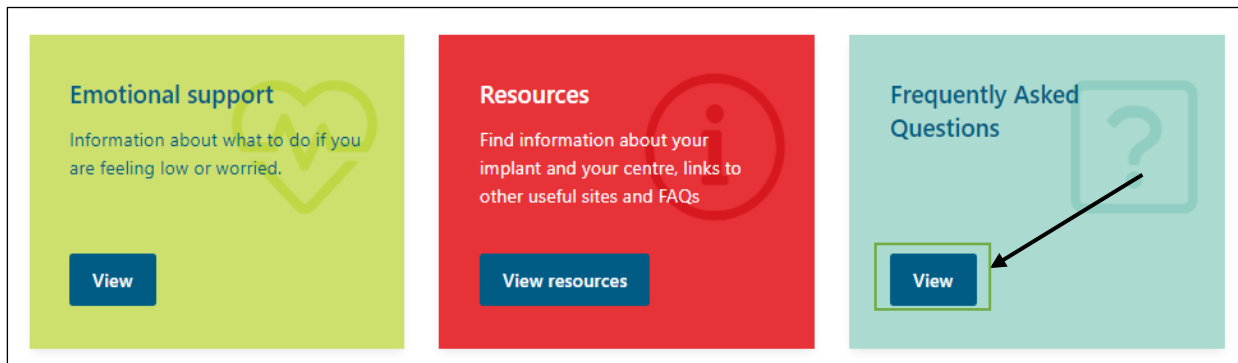
Remember: if you are worried about your hearing or struggling with anything else related to your hearing or your implant, contact your cochlear implant centre.

3.10 Frequently Asked Questions

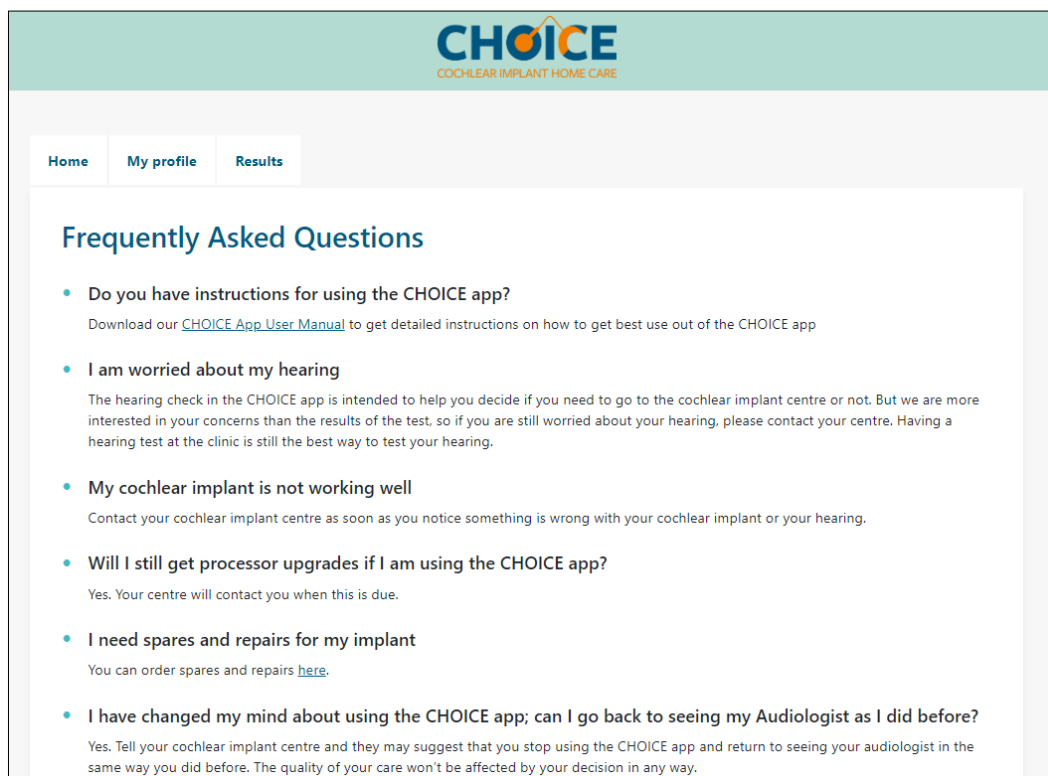
Some of your questions may be answered in the 'Frequently Asked Questions' section.

To access the FAQs, follow the instructions below:

1. From the home screen, choose the **Frequently Asked Questions** tile, and click **'View'**



2. This will open the **'frequently asked questions'** page, and you will see a screen like the image below:



3. If your question has not been answered, please email choice@southampton.ac.uk

Remember: if you are worried about your hearing or struggling with anything else related to your hearing or your implant, contact your cochlear implant centre

Document Revisions

Date	Version number	Document changes
26/07/2018	1.0	Initial draft
11/10/2018	1.1	Second draft new screenshots and wording revision
24/10/2018	1.2	Updated screenshots and minor wording and formatting revision
05/12/2018	1.3	Updated screenshots and minor wording and formatting revision
16/01/2019	1.4	Updated screenshots
01/05/2019	1.5	Updated screenshots and related rewording
10/6/2019	1.6	Updated screenshots, wording revised for registration code
28/6/19	1.7	Clarified hearing check baseline, changed order to prioritise registration tasks
01/07/19	1.8	Improved hearing check instructions