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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)

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

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| <p>See Eesti standard EVS-EN ISO 21388-2:2024 sisaldab Euroopa standardi EN ISO 21388-2:2024 ingliskeelset teksti.</p> <p>Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas.</p> <p>Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 22.05.2024.</p> <p>Standard on kättesaadav Eesti Standardimis- ja Akrediteerimiskeskusest.</p> | <p>This Estonian standard EVS-EN ISO 21388-2:2024 consists of the English text of the European standard EN ISO 21388-2:2024.</p> <p>This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation and Accreditation.</p> <p>Date of Availability of the European standard is 22.05.2024.</p> <p>The standard is available from the Estonian Centre for Standardisation and Accreditation.</p> |
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ICS 11.020.10, 11.180.15, 17.140.01

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EUROPEAN STANDARD

EN ISO 21388-2

NORME EUROPÉENNE

EUROPÄISCHE NORM

May 2024

ICS 17.140.01; 11.180.15; 11.020.10

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)

This European Standard was approved by CEN on 12 May 2024.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

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Endorsement notice

The text of ISO 21388-2:2024 has been approved by CEN as EN ISO 21388-2:2024 without any modification.

Contents

Page

| | |
|---|-----------|
| Foreword | iv |
| Introduction | v |
| 1 Scope | 1 |
| 2 Normative references | 1 |
| 3 Terms and definitions | 1 |
| 4 Service preconditions | 2 |
| 4.1 General..... | 2 |
| 4.2 Educational requirements for HAPs providing tele-services as part of hearing aid fitting management (HAFM)..... | 3 |
| 4.3 Facility requirements (for tele-services)..... | 4 |
| 4.3.1 General..... | 4 |
| 4.3.2 Guidelines for client facilities..... | 4 |
| 4.4 Equipment requirements..... | 4 |
| 4.4.1 General..... | 4 |
| 4.4.2 Guidelines for safety and quality..... | 5 |
| 4.4.3 Guidelines for service support..... | 5 |
| 4.4.4 Guidelines for service delivery..... | 6 |
| 4.4.5 Guidelines for infrastructure management..... | 6 |
| 4.4.6 Guidelines for deployment management..... | 6 |
| 4.4.7 Guidelines for operations management..... | 7 |
| 4.4.8 Guidelines for technical support..... | 7 |
| 4.4.9 Guidelines for device management..... | 7 |
| 4.5 Ethical requirements..... | 8 |
| 5 Tele-services as part of the general stages of HAFM | 8 |
| 5.1 General..... | 8 |
| 5.2 Client candidacy and profile..... | 9 |
| 5.3 Counselling..... | 10 |
| 5.4 Hearing aid fitting..... | 10 |
| 5.5 Verification and validation..... | 10 |
| 5.6 Post-fitting counselling..... | 10 |
| 5.7 Follow-up..... | 11 |
| 6 Quality of service | 11 |
| Bibliography | 12 |

Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 43, *Acoustics*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 211, *Acoustics*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

A list of all parts in the ISO 21388 series can be found on the ISO website.

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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*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

tele-service

health-service provided remotely by means of a telecommunication link