

Supplementary material to:

Tao et al. Teleaudiology hearing aid fitting follow-up consultations for adults: a single blinded randomised control trial and cohort study. IJA Special edition on teleaudiology.

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Supplementary material S.1. Alterations to outcome measurement tools used in this study.

Outcome measurement tool	Item number (#)	Original item	Applied item
IOI-HA	#3	Think again about the situation where you most wanted to hear better. When you use your present hearing aid(s), how much difficulty do you STILL have in that situation?	Think about the situation where you most wanted to hear better. How much difficulty do you have in that situation?
	#5	Over the past two weeks, with your present hearing aid(s), how much have your hearing difficulties affected the things you can do?	Over the past two weeks, how much have your hearing difficulties affected the things you can do?
	#6	Over the past two weeks, with your present hearing aid(s), how much do you think other people were bothered by your hearing difficulties?	Over the past two weeks, how much do you think other people were bothered by your hearing difficulties?
	#8	How much hearing difficulty do you have when you are not wearing a hearing aid?	How much hearing difficulty do you have?
HAUQ	#6	How would you describe your satisfaction with the HA service provided by the clinic? Options for answers included: 'have not needed any repairs'	This option for answer was not provided in this research, as participants had recently been fitted with a new set of HAs and hence repairs are rarely required in follow-up HA fitting consultations. In addition, if new HAs malfunction, these are replaced with new ones by the manufacturer.
	#7	How would you describe your satisfaction with the way you have been treated by the AHS hearing centres?	How would you describe your satisfaction with the way you have been treated by all involved in the service provided?

Note: The IOI-HA eighth item was developed by the questionnaire authors only for categorizing respondents into different groups related to the severity of hearing loss for normative data, based on the seven other items (Cox et al. 2003). However, this item was used for before-after comparisons, to investigate whether participants' self-perception of their hearing difficulties changed after treatment. The 'AHS hearing centres' were replaced by 'all involved in the service provided' in the item #7 of HAUQ to ease understanding and avoid confusion, as the meaning of 'AHS' was not described and can be thought of as a specific clinic chain.

Supplementary material S.2. Hearing Aid Issues Instrument (HAI).

(on the next page)

Hearing Aid Issues Instrument (HAI)

Administration guidelines:

Aim of the instrument: (i) Identify hearing aid fitting issues reported by the patient as specific problems or complaints affecting participant's benefit and satisfaction with the hearing aid fitting and (ii) determine the benefit with the consultation perceived by the patient through the measurement of the degree of change in these problems after receiving the follow-up hearing aid service.

Instructions: The audiologist will administer this instrument to collect information from the patient.

Identification of specific problems or complaints:

Instruction prior to first follow-up consultation:

Step 1: Please ask your patient to describe the specific problems or complaints he/she wants to address for improvement in this follow-up consultation. Use the space provided in the answer sheet to describe the self-reported problem. Please also indicate the ear side affected (left or right) for each self-reported problem.

Step 2: Using your expertise, ask about the non-self-reported problems to explore patient specific needs for improvement with the follow-up consultation and write down each explored problem in the space provided in the answer sheet. Please also indicate the ear side affected (left or right) for each identified problem.

Step 3: Indicate in the small box at the left, the order of importance according to your patient although the aim is to improve and solve each problem (this step is optional).

Instruction prior second follow-up consultation:

Step 1: Please ask if each problem identified in the previous consultation is yet affecting the patient to decide whether you need to continue addressing the problem in this consultation. Also, to apply the scale of improvement, ask how much better/worse the patient feel each of the previous identified problems is on the consultation day compared to before.

Step 2: Please check if the remaining problem is still on the same ear side and ask your patient to describe any other specific problems or complaint he/she would like to have addressed in the consultation. Also, you can explore any other possible problem to check if everything else is still fine. Then, describe the identified each new problem in the space provided in the answer sheet and indicate the ear side affected (left or right).

Step 3: Indicate in the small box the right of the scale of improvement, the new order of importance according to your patient for the remaining and/or new identified problems (this step is optional).

Note: If you want, you can use the reference list of possible problems to identify the specific problem and its description(s), if it is not in the list, mark as "other" and describe each problem in the space provided in the answer sheet.

Reference list:

Key for specific problems or complaints:	
Problems: How is ...? (we want to know if it is annoying the patient or need to be improved)	Classification and description: Is it...?
<p>a. own voice b. others voice: female/ male/ child/ any c. live speech: distant speech/ close speech/ whispering speech/ all d. speech on the TV e. speech on the radio/ phone: known/unknown person f. speech in the car g. music h. cutlery/ dishes i. running water j. paper rustling k. plastic bags l. wind noise m. bus/ train noises n. background noises: traffic/ party/ restarurant/ fan or air conditioning o. sounds in general (including speech): soft sounds/ moderate sounds/ loud sounds/all p. device itself q. other</p>	<p style="text-align: center;">Sound parameters (quality of sounds and loudness)</p> <p>i. distorted ii. failing/cutting iii. lack of clarity/ fidelity iv. dull v. hollow/ boomy/ muffled vi. Tinny/ sharp/ strident/ yelling/shrill vii. echoing viii. whistling ix. reverberant x. noisy/rustling xi. too soft xii. too loud</p> <p style="text-align: center;">Physical comfort</p> <p>xiii. Feeling plugged-up/ fullness/occluded xiv. Falling out/off or coming out/off the ear xv. Hurting or causing discomfort</p> <p style="text-align: center;">Ease of HA management</p> <p>xvi. Removing / inserting xvii. Turning it off/on xviii. Changing batteries xix. Cleaning the HA parts xx. Identifying the L or R HA xxi. Controlling the volume xxii. Selecting the manual program xxiii. Positioning the phone xxiv. using the accessories xxv. Understanding the communication strategies (i.e. using the directionality of the MIC). xxvi. Any other description</p>

HEARING AID ISSUES INSTRUMENT (HAI)
Patient Diary

Participant ID: _____

Audiologist: _____

Please write down any specific problem or difficulty you find out during the time between your last consultation and the next consultation.

These problems might be, for example, with specific noises, voice, intensity of sounds (too loud, too soft) when you are at home or outside on the street. Also, it could be related to your physical comfort wearing your hearing aids or even in managing them (difficulty on inserting or cleaning or changing batteries for an example).

Everything that is annoying you or that you wish to be improved should be informed and discussed with your audiologist. Your audiologist are there to help you.

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HEARING AID ISSUES INSTRUMENT (HAI)

Participant ID: _____

Audiologist: _____

Hearing aid fitted: _____

Prior to 1st and 2nd Follow up Appointment Date:	Solution given in the 1st follow-up consultation	Prior to 2nd Follow up Appointment Date:							Solution given in the 2nd follow-up consultation	Outcome Assessment Appointment Date:									
Identification: Specific problems or complaints to be improved in this consultation		Scale of Improvement: What is the degree of change since the last consultation?								New Order	Ear	Scale of Improvement: What is the degree of change since the last consultation?							
Order	Ear																		
<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better	<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better
<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better	<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better
<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better	<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better
<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better	<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better
<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better	<input type="checkbox"/>	()L ()R	Much Worse	Worse	Slightly worse	No difference	Slightly Better	Better	Much Better

Supplementary material S.3. HA Services Satisfaction for Patients/Participants (HASS-P) – self-report survey.

Administration guideline:

Aim: To determine the satisfaction with the quality of various aspects of the follow-up consultation (face-to-face **or** remote).

To be applied immediately after follow-up consultations - prior intervention during the next consultations (about 1-2 and 3-4 weeks post first fitting).

Participants are encouraged to complete this survey without any assistance from the audiologist or remote facilitator.

(questionnaire continues on the next page)

Hearing Aid Service Satisfaction for Patients/Participants (HASS-P) – self-report survey

Participant ID: _____

Date: ____ / ____ / ____

Audiologist: _____

Type of consultation: Face-to-face Remote Assistant (if remote): _____

This survey asks you to consider your experiences during the hearing aid consultation you received today. It asks about your satisfaction with different aspects of the consultation.

These aspects include for instance, handling your hearing aids, the sound-quality of your hearing aids, the physical comfort of wearing your hearing aids, and listening in different situations.

Please answer all questions by circling the most appropriate answer or writing in the box provided. In case you need help, someone closely related to you and present in the consultations can assist to answer the questions.

Neutral: Choose this answer only if this aspect of the consultation did not change anything, meaning you are neither satisfied nor dissatisfied.

Not applicable: Choose only if this aspect of the consultation did not apply today.

Questions related to today's consultation.

Q1. What is your overall satisfaction with today's consultation?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied
Were there any particular technical or human-related problems that affected your overall satisfaction with today's consultation?					
<input type="checkbox"/> YES <input type="checkbox"/> NO					
If yes, please explain in more detail:					
Any other comments:					

Q2. How satisfied are you with the instructions on using and maintaining your hearing aids?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
Were there any technical or human-related problems that affected your satisfaction with <u>this</u> aspect of the consultation?						
<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, please explain in more detail:						

Q3. How satisfied are you with the communication between you and your audiologist?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
Were there any technical or human-related problems that affected your satisfaction with <u>this</u> aspect of the consultation?						
<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, please explain in more detail:						

Q4. How satisfied are you with the communication between you and the facilitator?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
Were there any technical or human-related problems that affected your satisfaction with <u>this</u> aspect of the consultation?						
<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, please explain in more detail:						

Q5. How satisfied are you with the adjustments done in/on your hearing aids?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
Were there any technical or human-related problems that affected your satisfaction with <u>this</u> aspect of the consultation?						
<input type="checkbox"/> YES <input type="checkbox"/> NO						
If yes, please explain in more detail:						

Q6. How satisfied are you with the counselling (informational, emotional and communication strategies) given to you?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
Were there any technical or human-related problems that affected your satisfaction with <u>this</u> aspect of the consultation?						
<input type="checkbox"/> YES <input type="checkbox"/> NO						
If yes, please explain in more detail:						

Supplementary material S.4. HA Services Satisfaction for Audiologists (HASS-A) – self-report survey.

Administration guideline:

Aim: To determine satisfaction with the quality of the follow-up consultation (face-to-face **or** remote).

To be applied immediately after 1st and 2nd follow-up consultations.

(questionnaire continues on the next page)

Hearing Aid Service Satisfaction for Audiologists (HASS-A) – self-report survey

Participant ID: _____

Date: ____ / ____ / ____

Audiologist: _____

Type of consultation: Face-to-face Remote Assistant (if remote): _____

This survey asks you to consider your experiences during today’s hearing aid consultation with the patient. It asks about your satisfaction with various aspects of the consultation.

These aspects include for instance, training the patient in handling his/her hearing aids, adjusting the hearing aids, managing the physical comfort of wearing the hearing aids, and managing their listening in different situations.

Please, circle **one** answer for each question.

Neutral: Choose this only if this aspect of the consultation did not change anything for your patient, meaning you are neither satisfied nor dissatisfied with the outcome.

Not applicable: Choose only if this aspect of the consultation did not apply today.

Questions related to today’s consultation.

Q1. What is your overall satisfaction with today's consultation?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied
Were there any particular technical or human-related problems that affected your overall satisfaction with today's consultation?					
<input type="checkbox"/> YES <input type="checkbox"/> NO					
If yes, select which of the following problems: <ul style="list-style-type: none"> <input type="checkbox"/> 1. Internet connection failed <input type="checkbox"/> 2. Sound quality distorted or intermittent <input type="checkbox"/> 3. Video/image distorted or intermittent <input type="checkbox"/> 4. Hearing aids' connection with the interface of communication (iCube) <input type="checkbox"/> 5. Difficulty in accessing the remote computer (problem in the software, ie Team viewer) <input type="checkbox"/> 6. Difficulty in making the patient and/or the accompanying understand your instructions <input type="checkbox"/> 7. Difficulty with the facilitator performance in assist me <input type="checkbox"/> 8. Difficulty with the facilitator performance in assist the patient <input type="checkbox"/> 9. Difficulty with the patient's assistant (accompanying) <input type="checkbox"/> 10. Other problems? Please describe. 					
Any other comments:					

Q2. How satisfied are you with your instructions on using and maintaining patient's hearing aids?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
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Q3. How satisfied are you with the communication between you and your patient?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
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Q4. How satisfied are you with the communication between the facilitator and your patient?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
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Q5. How satisfied are you with the adjustments you did in/on patient hearing aids?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
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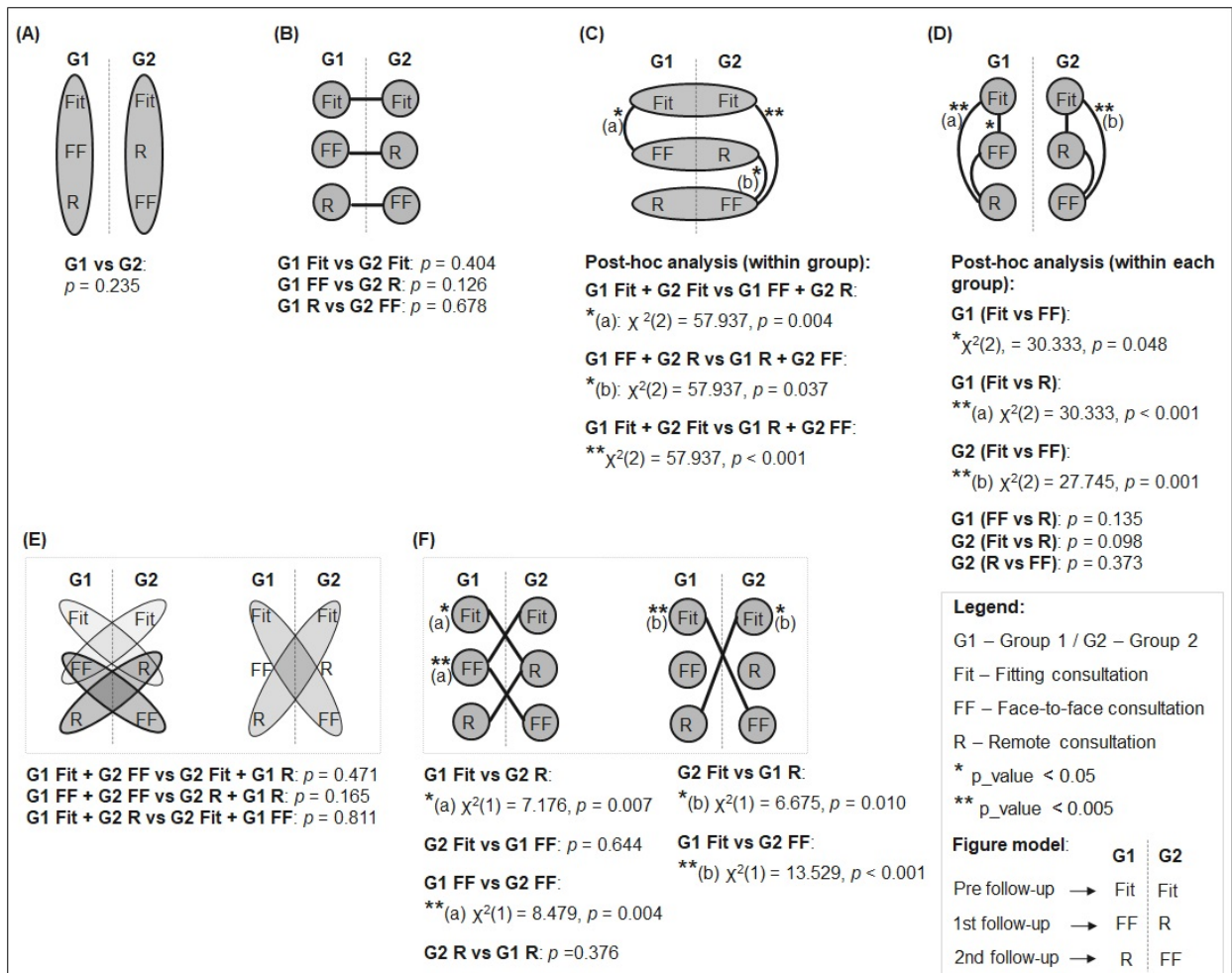
Q6. How satisfied are you with the counselling (informational, emotional and communication strategies) you provided to your patient?	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Not applicable
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Supplementary material S.5. Intervals between consultations (days) for all the participants as a group (G1 and G2) and for each group, and statistical results for the comparison of intervals between G1 and G2 (G1 versus G2).

Type of consultation	Interval between consultations						G1 vs G2 Statistics
	G1 and G2		G1	G2			
	M (SD)	Mdn (IQR)	M (SD)	Mdn (IQR)	M (SD)	Mdn (IQR)	
Hearing aid fitting	11.25 (3.84)	10.50 (8 - 15)	10.64 (4.07)	9.50 (7.25 - 14.75)	11.86 (3.57)	12.00 (8 - 15)	$\chi^2(1) = 1.446, p = 0.229$
1st follow-up	13.75 (4.95)	14.00 (11 - 16)	14.00 (4.32)	14.00 (11 - 16)	13.50 (5.58)	14.00 (10 - 14)	$\chi^2(1) = 0.982, p = 0.322$
2nd follow-up	11.73 (4.73)	11.00 (8 - 14)	12.04 (5.11)	11.00 (11 - 14)	11.43 (4.39)	11.00 (7.25 - 15)	$\chi^2(1) = 0.001, p = 0.974$

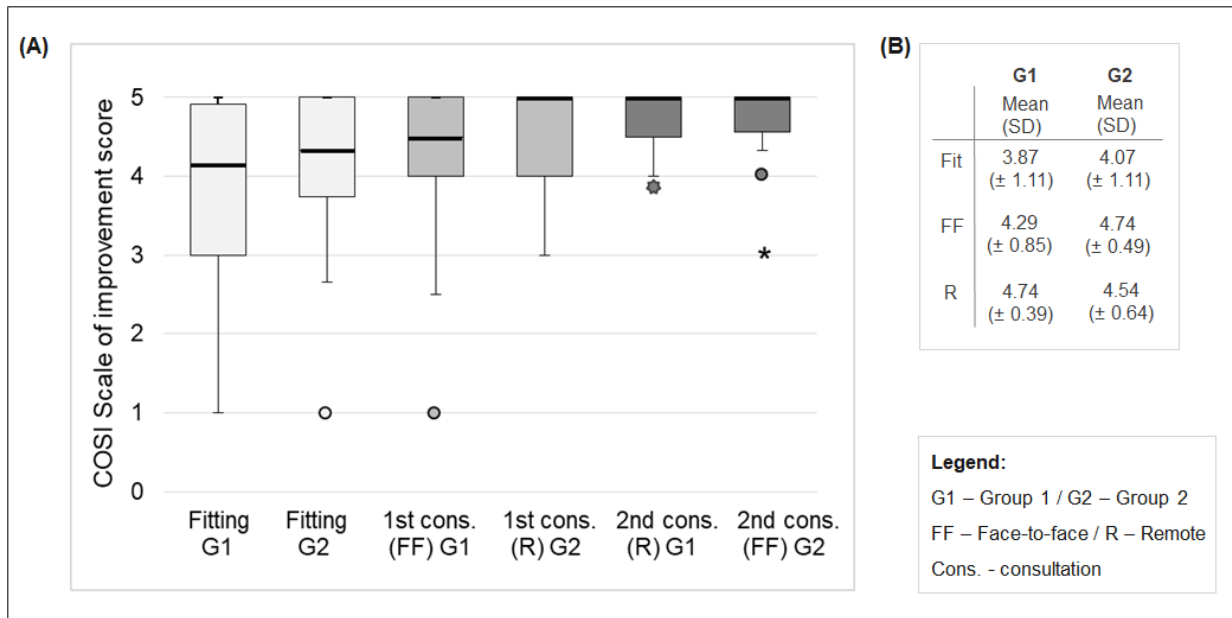
Legend: M = mean / SD = standard deviation / Mdn = median / IQR = interquartile range

Supplementary material S.6. Figures (A) to (F) show between and within group comparisons, and the results of statistical analyses (cross-sectional and longitudinal) for participants' COSI (Scale of Improvement) scores.



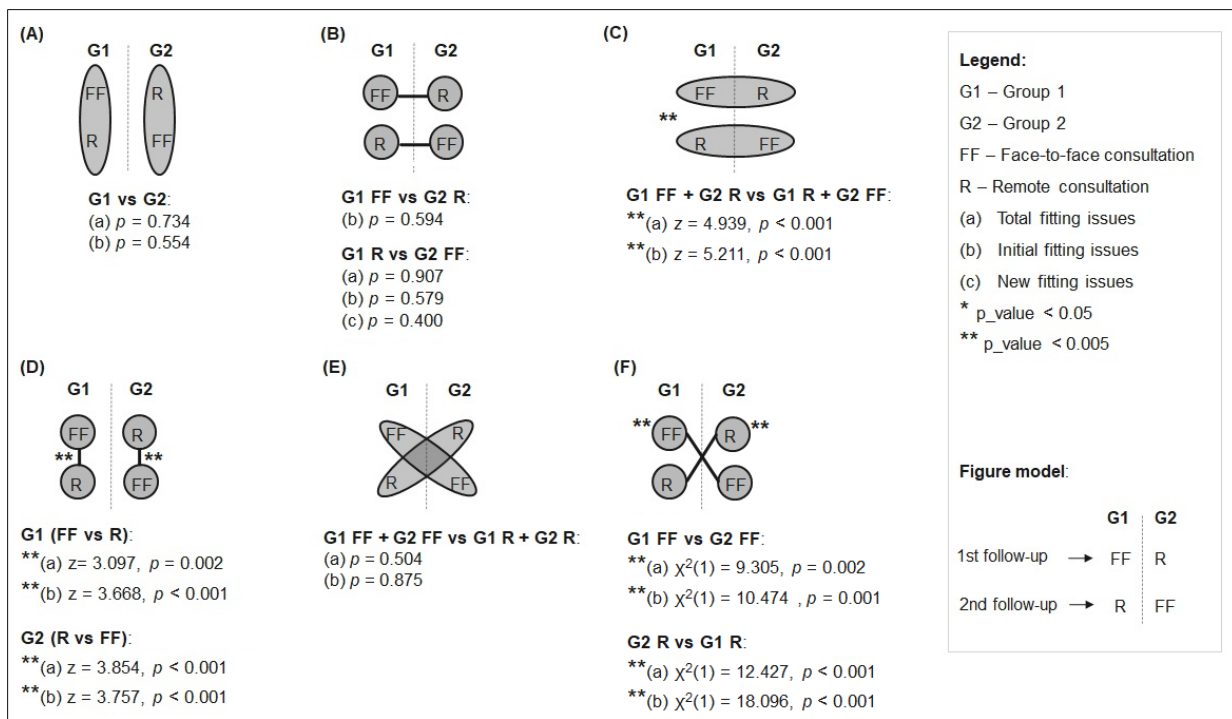
Note: Kruskal-Wallis H (A, B, F), Friedman (C, D) and Wilcoxon signed-rank (E) statistical tests were used for between, and within group comparisons. The ellipses with the same grey shading represent comparisons between groups of consultations (A, C, E). The lines represent comparisons between consultations (B, D, F), or group of consultations (C). Scores were averaged across consultations in (A) only; $n = 56$ (C, E); $n = 28$ (A, B, D, F).

Supplementary material S.7. Distribution of participants' COSI (Scale of Improvement) scores per group resulting from each consultation (n = 28) (A) Boxplot shows median, interquartile range, range and outliers; (B) Table shows means and standard deviations.



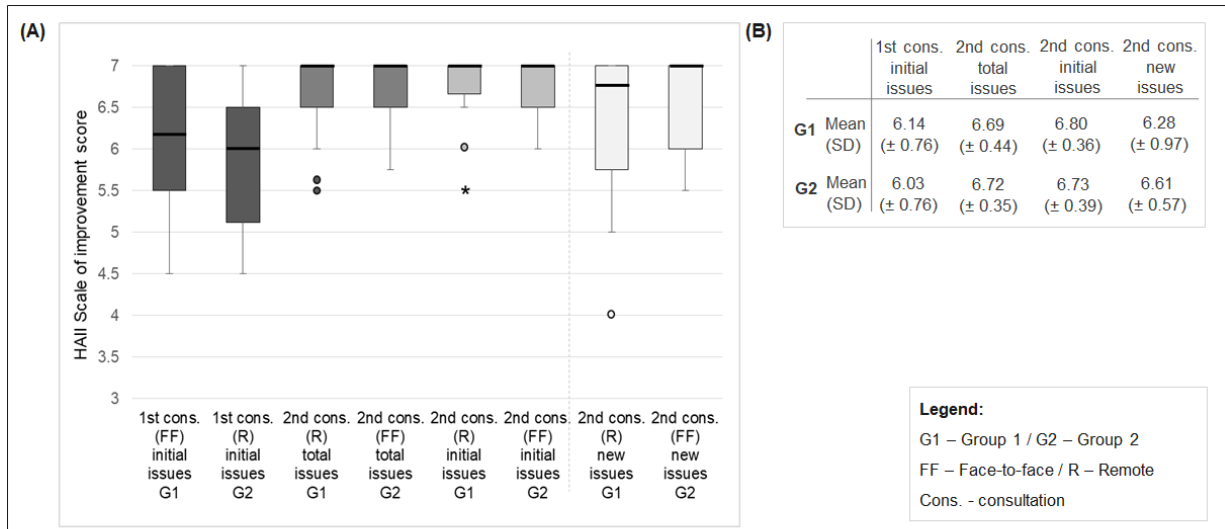
Note: Kruskal-Wallis H and Friedman statistical tests were used respectively for between and within group comparisons (this graph represents comparisons B, D and F of Figure 4.6).

Supplementary material S.8. Figures (A) to (F) show between and within group comparisons, and the results of statistical analyses (cross-sectional and longitudinal) for participants' HAI (Scale of Improvement) scores.



Note: Kruskal-Wallis H (A, B, F), and Wilcoxon signed-rank (C, D, E) statistical tests were used respectively for between, and within group comparisons. The ellipses represent comparisons between groups of consultations (A, C, E). The lines represent comparisons between consultations (B, D, F), or group of consultations (C). Scores were averaged across consultations in (A) only; n = 56 (C, E); n = 28 (A, B, D, F), except (c) in (B) n = 16.

Supplementary material S.9. Distribution of participants' HAI (Scale of Improvement) scores per group resulting from each consultation (total and initial fitting issues n = 28, and new fitting issues n = 14): **(A)** Boxplot shows median, interquartile range, range and outliers; **(B)** Table shows means and standard deviations.



Note: Kruskal-Wallis H and Friedman statistical tests were used respectively for between and within group comparisons (this graph represents comparisons B, D and F of Figure 4.8).

Supplementary material S.10. Statistical results of the changes in the aspects of quality of life (activity limitations, participation restrictions and impact on others) before-after treatment (rehabilitation program) for the participants as a group (G1 and G2), within and between G1 and G2.

(on the next page)

	G1					G2					G1 and G2				G1 vs G2	
	Mdn (IQR)		Mdn _{diff} (IQR) M _{diff} (SD) 95% CI [LL,UL]	Statistics (n = 28)	Results	Mdn (IQR)		Mdn _{diff} (IQR) M _{diff} (SD) 95% CI [LL,UL]	Statistics (n = 28)	Results	Mdn (IQR)		Mdn _{diff} (IQR) M _{diff} (SD) 95% CI [LL,UL]	Statistics (n = 56)	Results	Statistics (n = 28)
RAL	2 (2 - 3)	4 (3 - 5)	2 (1 - 2.75) 1.85 (1.14) [1.41, 2.30]	$z = 4.295$, $p < 0.001^{**}$	23 participants improved with treatment and 5 had no changes in activity limitations	2 (2 - 3)	4 (4 - 5)	2 (1 - 2.75) 1.82 (1.02) [1.42, 2.21]	$z = 4.451$, $p < 0.001^{**}$	25 participants improved with treatment, 1 had worsen results and 2 had no changes in activity limitations	2 (2 - 3)	4 (4 - 5)	2 (2 - 2.75) 1.84 (1.07) [1.55, 2.12]	$z = 6.171$, $p < 0.001^{**}$	48 participants improved with treatment, 1 had worsen results and 7 had no changes in activity limitations	$U = 390.5$, $z = -0.026$, $p = 0.979$
RPR	3 (2 - 3.75)	5 (4 - 5)	2 (1 - 2) 1.64 (1.25) [1.15, 2.13]	$z = 4.302$, $p < 0.001^{**}$	24 participants improved with treatment, 1 had a worsen response and 3 had no change in participation restrictions	3 (3 - 4)	5 (4 - 5)	1 (0.25 - 2) 1.25 (1.37) [0.71, 1.78]	$z = 3.557$, $p < 0.001^{**}$	21 participants improved with treatment, 3 had a worsen response and 4 had no change in participation restrictions	3 (3 - 4)	5 (4 - 5)	1 (1 - 2) 1.44 (1.32) [1.09, 1.79]	$z = 5.550$, $p < 0.001^{**}$	45 participants improved with treatment, 4 had a worsen response and 7 had no change in participation restrictions	$U = 339$, $z = -0.900$, $p = 0.368$
ImpOth	3 (2 - 4)	4.5 (4 - 5)	1 (1 - 2) 1.25 (1.14) [0.80, 1.69]	$z = 3.978$, $p < 0.001^{**}$	22 participants improved with treatment, 2 had worsen responses and 4 had no changes in participation restrictions	3 (2 - 4)	5 (4 - 5)	2 (1 - 3) 1.71 (1.46) [1.14, 2.28]	$z = 3.914$, $p < 0.001^{**}$	22 participants improved with treatment, 1 had worsen responses and 5 had no changes in participation restrictions	3 (2 - 4)	5 (4 - 5)	1 (1 - 2) 1.48 (1.32) [1.13, 1.83]	$z = 5.540$, $p < 0.001^{**}$	44 participants improved with treatment, 3 had worsen responses and 9 had no changes in participation restrictions	$U = 474.5$, $z = -1390$, $p = 0.164$
Self-perceived HL	3 (2 - 3)	3 (2 - 3)	0 (-1 - 0) -0.25 (1.00) [-0.64, 0.14]	$z = -1.238$, $p = 0.216$	5 participants changed self-perception of their HL to a lesser degree after treatment, 10 changed self-perception of their HL to a higher degree after treatment, and 13 reported no perceived changes	3 (2 - 3)	3 (2 - 3.75)	0 (-0.75 - 0.75) 0 (0.72) [-0.28, 0.28]	$z = 0.000$, $p = 1.000$	7 participants changed self-perception of their HL to a lesser degree after treatment, 7 changed self-perception of their HL to a higher degree after treatment, and 14 reported no perceived changes	3 (2 - 3)	3 (2 - 3)	0 (-1 - 0) -0.12 (0.87) [-0.36, 0.11]	$z = -0.986$, $p = 0.324$	12 participants changed self-perception of their HL to a lesser degree after treatment, 17 changed self-perception of their HL to a higher degree after treatment, and 27 reported no perceived changes	$U = 448$, $z = 0.989$, $p = 0.323$

Legend: G1 = Group 1, G2 = Group 2, *M* = mean, *Mdn* = median, *M_{diff}* = mean difference, *Mdn_{diff}* = median difference, *IQR* = interquartile range, *95% CI [LL, UL]* = 95% confidence interval [lower limit, upper limit], RAL = Residual activity limitation, RPR = Residual participation restriction, ImpOth = Impact on others, G1 vs G2 = comparisons of the before-after differences in scores between G1 and G2

Note: Wilcoxon signed-rank test was used for within group comparisons and Mann-Whitney U test was used for between groups comparisons; ***p* value < 0.001

Supplementary material S.11. Statistical results of the HASS-P on the changes of the satisfaction with second face-to-face and remote follow-up consultations coming from first consultations with opposite mode of service-delivery for all participants as a group (G1 and G2) and within and between G1 and G2; n (%), mean and statistic values from non-parametric tests (*U*, *z* and *p* value).

HASS-P item	G1			G2			G1 and G2			G1 vs G2
	n (%) M (SD)		Statistics (n = 28)	n (%) M (SD)		Statistics (n = 28)	n (%) M (SD)		Statistics (n = 56)	Statistics (n = 28)
Face-to-face (1st cons.)	Remote (2nd cons.)	Face-to-face (2nd cons.)		Remote (1st cons.)	(1st cons.)		(2nd cons.)			
Overall consultation	28 (100) 5 (0)	26 (92.9) 4.93 (0.26)	<i>z</i> = -1.414, <i>p</i> = 0.157	27 (96.4) 4.96 (0.19)	24 (85.7) 4.79 (0.56)	<i>z</i> = 1.633, <i>p</i> = 0.102	52 (92.9) 4.89 (0.41)	53 (94.6) 4.95 (0.22)	<i>z</i> = 0.966, <i>p</i> = 0.334	<i>U</i> = 459 <i>z</i> = 2.220 <i>p</i> = 0.026*
Instructions on using and maintaining the HA(s)	26 (92.9) 4.79 (0.95)	26 (92.9) 4.93 (0.26)	<i>z</i> = 0.378, <i>p</i> = 0.705	28 (100) 5 (0)	28 (100) 5 (0)	<i>p</i> = 1.000	54 (96.4) 4.89 (0.68)	54 (96.4) 4.96 (0.18)	<i>z</i> = 0.378 <i>p</i> = 0.705	<i>U</i> = 392 <i>z</i> = 0.000 <i>p</i> = 1.000
Communication with the audiologist	28 (100) 5 (0)	27 (96.4) 4.96 (0.19)	<i>z</i> = -1.414, <i>p</i> = 0.157	28 (100) 5 (0)	25 (89.3) 4.82 (0.61)	<i>z</i> = 1.633, <i>p</i> = 0.102	53 (94.6) 4.91 (0.44)	55 (98.2) 4.98 (0.13)	<i>z</i> = 1.134, <i>p</i> = 0.257	<i>U</i> = 446.5 <i>z</i> = 2.000 <i>p</i> = 0.045*
Communication with the facilitator	N/A	27 (96.4) 4.96 (0.19)	N/A ^(a)	N/A	28 (100) 5 (0)	N/A ^(a)	28 (100) ^(b) 5 (0)	27 (96.4) ^(b) 4.96 (0.19)	N/A ^(a)	N/A ^(a)
Adjustments in/on the HA(s)	28 (100) 5 (0)	27 (96.4) ^(c) 5 (0)	<i>p</i> = 1.000	28 (100) 5 (0)	25 (89.3) 4.82 (0.54)	<i>z</i> = 1.633, <i>p</i> = 0.102	53 (94.6) 4.91 (0.39)	55 (98.2) ^(c) 5 (0)	<i>z</i> = 0.368, <i>p</i> = 0.713	<i>U</i> = 418.5 <i>z</i> = 1.733 <i>p</i> = 0.083
Counselling (informational, emotional and communication strategies)	27 (96.4) 4.96 (0.19)	28 (100) 5 (0)	<i>z</i> = 1.000, <i>p</i> = 0.317	28 (100) 5 (0)	27 (96.4) 4.89 (0.56)	<i>z</i> = 1.000, <i>p</i> = 0.317	54 (96.4) 4.93 (0.42)	56 (100) 5 (0)	<i>z</i> = 1.342, <i>p</i> = 0.180	<i>U</i> = 392.5 <i>z</i> = 19.621 <i>p</i> = 0.980

Legend: N/A = not applicable; cons. = consultation; ^(a) statistics could not be computed, as the facilitator was not involved in the face-to-face consultations of each group; ^(b) total number of participants is half size (n = 28) for 'communication with the facilitator' as only remote consultations involved the facilitator; ^(c) one missing case is a participant who had no adjustments done in the consultation (response was 'not applicable').

Note: Medians and interquartile ranges were the same for all the items in each group (*Mdn* = 5, *IQR* = 5 - 5), therefore they were not individually shown; n (%) represents the number of participants completely satisfied; Wilcoxon signed-rank test was used for within group comparisons, and Mann-Whitney U test was used for between group comparisons (mean