

Audiology and COVID-19 survey (professional group)

Survey Flow

Block: Part 1: Demographics (10 Questions)

Standard: Part 2: Audiological service provision (4 Questions)

Standard: Part 3: Opinions and practices relating to telehealth (19 Questions)

Standard: Part 4: Emotional distress (9 Questions)

Standard: Part 5: Views pertaining to the short-term and long-term impact of COVID-19 and (6 Questions)

Standard: Self-reflection (4 Questions)

Page Break

Start of Block: Part 1: Demographics

Please read through the [informed consent letter](#) and indicate if you consent to participate in the study entitled: The global impact of the COVID-19 on audiological services and audiologists?

- Yes I consent (4)
- No I do not (5)

Skip To: End of Survey If QID50 = 5

Q1 Email address



Q2 In which country do you currently reside?

▼ Afghanistan (1) ... Zimbabwe (1357)



Q3 Membership with the International Society of Audiology and other affiliate societies (tick all that apply)

- International Society of Audiology (1)
- American Academy of Audiology (2)
- Audiology Australia (3)
- Academia Brasileira De Audiologia (4)
- Asociación Española de Audiología (5)
- Associação Portuguesa de Audiologistas (6)
- Asociación Argentina De Logopedia Foniatría Y Audiología (7)
- American Speech-Language Hearing Association (8)
- Asoaudio (9)
- B-Audio (10)
- Bureau International d'AudioPhonologie (11)
- British Society of Audiology (12)
- Canadian Academy of Audiology (13)
- Deutsche Gesellschaft für Audiologie (14)
- European Federation of Audiology Societies (15)
- Hong Kong Society of Audiology (16)
- Hearing International (17)
- International Collegium of Rehabilitative Audiology (18)

- International Evoked Response Audiometry Study Group (19)
- The Israeli Speech, Hearing and Language Association (20)
- The Korean Audiological Society (21)
- Malaysian National Society of Audiologists (22)
- National Hearing Conservation Association (23)
- National Research Centre for Audiology and Hearing Rehabilitation (24)
- Nederlandse Vereniging voor Audiologie (25)
- New Zealand Audiological Society (26)
- Polskie Towarzystwo Otorynolaryngologów Chirurgów Głowy I Szyi (27)
- South African Association of Audiologists (28)
- Speech-Language & Audiology Canada (29)
- South African Speech-Language-Hearing Association (30)
- Société Française d'Audiologie (31)
- Societatea Română de Audiologie și Patologie a Comunicării (32)
- Other (33) _____



Q4 Sex

Male (1)

Female (2)



Q5 Age (in years)



Q6 Education level

On the job training without a professional degree (1)

Certificate course (2)

Bachelor's degree (3)

Master's degree (4)

Doctorate degree (5)



Q7 Scope of work (tick all that apply)

Adult hearing aids (1)

Adult implants (2)

Adults-other (3)

Paediatric hearing aids (4)

Paediatric implants (5)

Paediatrics-other (6)

Aged-care residents (7)

Industry (8)

Research/ Academia (9)

Other (10) _____



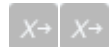
Q8 Employment details

- Employed in private practice (small chain) (1)
- Employed in private practice (large chain) (2)
- Employed in private practice (single operation) (3)
- Private practice owner (small chain) (4)
- Private practice owner (large chain) (5)
- Private practice owner (single operation) (6)
- Employed in a private hospital or clinic (7)
- Employed in a government hospital or clinic (8)
- Other (9) _____

Q9 Years of clinical experience

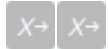
End of Block: Part 1: Demographics

Start of Block: Part 2: Audiological service provision



Q10 Services currently being provided by your clinic (tick all that apply)

- Hearing screening (1)
- Hearing assessments (2)
- Discussion on hearing loss intervention options (3)
- Device fitting (4)
- Device fitting follow-up or fine-tuning (5)
- Review appointments (6)
- Communication training (7)
- Psychosocial support (8)
- Other (9) _____



Q11 How has the COVID-19 pandemic affected your workplace?

- No change (1)
 - No change but with hygiene measures in place (2)
 - Reduced number of patients but all staff retained (3)
 - Reduced number of patients with some staff let go (4)
 - Reduced number of patients with only a few staff left (5)
 - Clinic closed (6)
-



Q12 What is your current work status?

- Increased number of hours (1)
 - Unchanged number of hours (2)
 - Hours reduced by about 25% (3)
 - Hours reduced by about 50% (4)
 - Hours reduced by about 75% (5)
 - Laid off but retained by my employer (6)
 - Laid off with no promise for re-employment (7)
-



Q13 What do you expect your work status to be 6 months from now?

- Increased number of hours (1)
- Unchanged number of hours (2)
- Hours reduced by about 25% (3)
- Hours reduced by about 50% (4)
- Hours reduced by about 75% (5)
- Laid off but retained by my employer (6)
- Laid off with no promise for re-employment (7)

End of Block: Part 2: Audiological service provision

Start of Block: Part 3: Opinions and practices relating to telehealth

The World Health Organization defines telehealth as: “The delivery of health care services (where distance is a critical factor) by all health care professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries, research and evaluation, and for the continuing education of health care providers, all in the interests of advancing the health of individuals and their communities”.



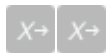
Q14 How important did you think telehealth was before COVID-19?

- Not at all important (1)
 - Not important (2)
 - Neutral (3)
 - Important (4)
 - Very important (5)
-



Q15 How important do you think it is now?

- Not at all important (1)
 - Not important (2)
 - Neutral (3)
 - Important (4)
 - Very important (5)
-



Q16 In your opinion, how will the delivery of audiological services via telehealth (e.g. information communication technologies) affect:

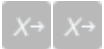
	A lot worse (1)	Slightly worse (2)	No effect (3)	Slightly better (4)	A lot better (5)	Unsure (6)
The quality of care in audiology? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the interaction between the patient and the practitioner? (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The need for appointment-related travel for clients? (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The need for appointment-related travel for practitioners? (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient access to audiological services? (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the relationship between practitioners and new clients? (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the relationship between practitioners and returning clients? (Assume earlier meetings were in person). (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The ability to discuss potentially private or embarrassing topics with clients? (10)

The ability to quickly meet with clients with urgent appointments? (11)

The earning potential of audiology clinics? (12)

How advanced the public considers the profession? (13)

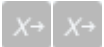


Q17 Did your workplace use telehealth services before COVID-19?

Yes (1)

No (2)

Skip To: Q19 If Q17 = 2



Q18 Since you answered yes at the previous question, please tick all that apply.

Websites (1)

Online portals (2)

Audio or video conferencing (3)

Mobile phone technology (4)

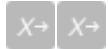
Mobile applications (5)

Email (6)

Telephone (7)

DVDs or CDs (8)

Other (9) _____



Q19 Have you used any of the following types of consultations before COVID-19?
(excluding activities related to scheduling appointments)

	Yes (1)	No (2)	Not applicable (3)
Consulted with a patient over the telephone? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulted with a patient via videoconferencing services? (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulted with a patient over email? (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulted with a colleague about a case using the telephone? (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulted with a colleague about a case using videoconferencing services? (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulted with a colleague about a case using email? (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programmed or adjusted hearing aids remotely? (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q20 Are you using telehealth services now?

- Yes (1)
- No (2)

Skip To: Q22 If Q20 = 2



Q21 Since you answered yes at the previous question, please tick all that apply.

- Websites (1)
- Online portals (2)
- Audio or video conferencing (3)
- Mobile phone technology (4)
- Mobile applications (5)
- Email (6)
- Telephone (7)
- DVDs or CDs (8)
- Other (9) _____



Q22 Have you used any of the following types of consultations due to being unable to see patients face to face since the COVID-19?

	Yes (1)	No (2)	Not applicable (3)
Hearing screening consultations (including external web-based/smartphone apps) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone consultations (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing consultations (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tinnitus sessions (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group sessions (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult rehabilitation (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing aid adjustments (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cochlear implant related consultations (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q23 Are there any other consultations not listed here, that you have used due to restrictions on face to face consultations?

Yes (please specify) (1) _____

No (2)



Q24 Do you think you will continue to use telehealth post COVID-19?

Yes (1)

No (2)

Skip To: Q26 If Q24 = 2



Q25 Since you answered yes at the previous question, please tick all that apply.

Websites (1)

Online portals (2)

Audio or video conferencing (3)

Mobile technology (4)

Mobile applications (5)

Email (6)

Telephone (7)

DVDs or CDs (8)

Other: (9)



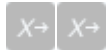
Q26 Which of the following telehealth consultations do you think you will continue to use post COVID-19?

	Yes (1)	No (2)	Not applicable (3)
Hearing screening consultations (including external web-based/smartphone apps) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone consultations (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing consultations (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tinnitus sessions (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group sessions (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult rehabilitation (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing aid adjustments (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cochlear implant related consultations (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q27 What aspects of audiological services do you think can be adequately delivered via telehealth? (tick all that apply)

- Hearing screening (1)
- Hearing assessments (2)
- Discussion on hearing loss intervention options (3)
- Device fitting (4)
- Device fitting follow-up or fine-tuning (5)
- Review appointments (6)
- Communication training (7)
- Psychosocial support (8)
- Other (9) _____



Q28 In cases where you think it could enhance your service, please rate the following potential barriers to the delivery of telehealth. Select all that apply:

	Not a barrier (1)	Somewhat of a barrier (2)	Moderate barrier (3)	Extreme barrier (4)	Not applicable (7)
Internet access in my workplace. (26)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited scope for hearing aids to be programmed or adjusted remotely. (27)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirement for multiple technologies for each of the different hearing aid manufacturers. (28)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited equipment for conducting assessments remotely. (29)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to information communication technologies in my workplace (e.g. computers, tablets, video equipment. web-based applications). (30)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient/client access to information communication technologies (e.g. computers, tablets, video	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

equipment. web-based applications). (31)					
Patient/client access to internet. (32)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of confidence using technology in patients/clients. (33)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My lack of confidence using technology. (34)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited information/ Lack of protocol on telehealth in audiology. (35)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of support from senior management in introducing telehealth. (36)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality and data protection. (37)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The risk of making hearing care impersonal. (38)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The risk that my job may become automated. (39)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of training on telehealth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(40)

Q29 What could be done to overcome these barriers?



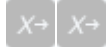
Q30 Which aspect of audiological care do you think your clients need the most during periods of lockdown? (drag and drop answers to rank in order)

- _____ Access to hearing assessments (1)
- _____ Access to new hearing devices (2)
- _____ Access to device adjustment post-fitting (3)
- _____ Access to cleaning & maintenance of current hearing devices (4)
- _____ Access to audiological support (device use/cleaning/maintenance, communication training, education on acclimatisation) (5)
- _____ Access to psychosocial support (education and advice regarding loneliness and social engagement) (6)
- _____ Access to emotional support (education and advice regarding the emotional impacts of hearing loss and how to manage their mental health) (7)
- _____ Access to paediatric-specific services (8)
- _____ Access to hearing implant specific services (9)
- _____ Access to tinnitus specific services (10)

Q31 What tools or innovations would be very useful to have in order to better provide services to our patients during this pandemic? E.g. I would love to see a video conferencing software provide live subtitles throughout the conversation.

End of Block: Part 3: Opinions and practices relating to telehealth

Start of Block: Part 4: Emotional distress



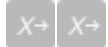
Q32 How often do you feel that you lack companionship?

- Hardly ever (1)
- Some of the time (2)
- Often (3)



Q33 How often do you feel left out?

- Hardly ever (1)
- Some of the time (2)
- Often (3)



Q34 How often do you feel isolated from others?

- Hardly ever (1)
 - Some of the time (2)
 - Often (3)
-



Q35 Over the last 2 weeks, how often have you been bothered by feeling nervous, anxious or on edge?

- Not at all (1)
 - Several days (2)
 - More than half the days (3)
 - Nearly every day (4)
-



Q36 Over the last 2 weeks, how often have you been bothered by not being able to stop or control worrying?

- Not at all (1)
 - Several days (2)
 - More than half the days (3)
 - Nearly every day (4)
-



Q37 Over the last 2 weeks, how often have you been bothered by little interest or pleasure in doing things?

- Not at all (1)
 - Several days (2)
 - More than half the days (3)
 - Nearly every day (4)
-



Q38 Over the last 2 weeks, how often have you been bothered by feeling down, depressed, or hopeless?

- Not at all (1)
- Several days (2)
- More than half the days (3)
- Nearly every day (4)



Q39 Does your place of work offer any support for your emotional well-being?

- Yes (1)
- No (2)
- Unsure (3)

Skip To: End of Block If Q39 = 2



Q40 Have you used these services?

- Yes (1)
- No (2)

End of Block: Part 4: Emotional distress

Start of Block: Part 5: Views pertaining to the short-term and long-term impact of COVID-19 and

Q41 Do you believe that audiology services will go back to the way it was after COVID-19?
Please explain your answer.

Q42 What aspects of audiology services might be different?

Q43 What aspects of audiology services might be the same?

Q44 How have your fellow audiologists and audiology service providers responded to COVID-19? Will this continue post COVID-19?

Q45 How have your government and third-party funding bodies responded to COVID-19? Will this continue post-COVID-19?

Q46 Some audiology clinics are experiencing record low numbers due to people isolating at home during the COVID-19 pandemic. What do you anticipate will happen to demand on audiology services once the lockdowns are lifted?

End of Block: Part 5: Views pertaining to the short-term and long-term impact of COVID-19 and

Start of Block: Self-reflection

Q47 Can you describe for me what your greatest work-related concerns have been during this time of change?

Q48 Is there a particular group of patients for whom you are most concerned?

Q49 What do you think audiology practice will look like in 12 months time?

Q50 Can you describe for me what you have felt most grateful for regarding audiological practice in this challenging time?

End of Block: Self-reflection
