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Foreword

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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).

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Introduction

The importance of tele-service delivery and accessibility in hearing aid fitting management (HAFM) has been highlighted. 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.

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