

Introducing Your Patients to cLEAR

Why cLEAR?

The homepage itself. The mid-section of the home page lists the objectives of auditory training and has an arrow that will access a captioned introductory video about cLEAR. The home page also includes boxes that can be opened up by scrolling across them that describe how cLEAR is affordable, customizable, scientifically sound, and flexible. The home page also includes a tab labelled *Media Relations and Testimonials*, where comments by cLEAR patients have been stored.

The “Learn More” tab. Under the *Learn More* tab, found on the homepage, there are the following sub-tabs:

- User benefits, which can be reviewed with the patient, one by one
- cLEAR games, with tabs that describe each game and includes short videos about each one
- Auditory skills trained, where you can explain that there are specific skills related to speech recognition
- Informational videos, which provide testimonials and information
- User FAQs, by which you can address each question that a patient might have and review the answers provided
- How to train, which shows in a very simple way how a patient will train

Orienting Patients to the cLEAR Website

This introduction might last anywhere from 15 minutes to one hour. The introduction can include the following components:

- Orientation to the website and the home page
- Instructions and demonstration about how to log on
- Orientation to the user page
- Demonstration of each of the six games, which usually will entail allowing the patient to play the game to get a “feel” for how it works; it is helpful to read aloud the instructions that are provided at the start of each game
- Review of the feedback graphs and how to interpret them
- Review of the community message board
- Demonstration of how to contact you via the [Messages with my Provider](#) tab
- Review of their training schedule (see Chapter 7)

Counseling Patients About the Games

Here are some comments that may be appropriate to make to patients during the orientation session:

- Don’t get frustrated if your score doesn’t improve, some of the games become more difficult as you get better at playing them.
- Once you have played the games a couple of times, you will be much more comfortable with training.
- This training is helping you listen better in noise, which is why some of the games have you listen with noise in the background.
- It is okay to get a wrong answer. You’re not supposed to get every one right.