

Q Why is this Patient-Reported Outcome (PRO) survey in age-related hearing loss (ARHL) important to my practice?

The survey is a means to increase patient engagement in care. Engagement of patients in shared decision making can ensure that treatment decisions align with the patient's preferences and values.

Q How are patients identified to complete the ARHL PRO Survey?

Through the electronic health record (EHR) data you share with Reg-ent, we identify all patients who are 60 years and older with a diagnosis of bilateral presbycusis or symmetric sensorineural hearing loss. The eligible population is updated monthly to find eligible patient visits from the last 60 days. Practices select which patients among the eligible population will receive the survey.

Q How long do patients have to complete the survey?

Once the practice has selected eligible patients, the patient has 42 days to complete the survey. Each patient will receive two reminders to participate within those 42 days. Patients who decline to participate will not receive additional reminders for the survey. Patients can also unsubscribe from all PRO surveys administered by Reg-ent.

Q Who sends the survey emails to patients? How is the practice identified in that email?

The sender email is hns.patientfeedback@bot.figmd.com. The practice is not identified in the email.

Q Is there a scoring mechanism associated with the survey responses?

Yes, there is a scoring component based upon how many patients age 60 years and older with a diagnosis of bilateral presbycusis or symmetric sensorineural hearing loss or their caregiver(s) report in this survey shared decision making on the treatment options available to them.

Q Are the ARHL survey questions standardized? Or can each practice customize the survey question?

The questions are standardized and cannot be customized by the practice.

Q Can I print and mail the questionnaire to patients who have accessibility issues?

This is not an option at this time.

Q Is this survey a part of MIPS 2021 reporting?

No, it is not.

Q Do patients with an existing diagnosis of ARHL qualify to take the survey?

If the patient meets the denominator qualifications for the Age-Related Hearing Loss: Shared Decision Making measure, the patient will be placed into the PRO module as an eligible survey participant.

Q Whom should I contact with questions about the ARHL PRO survey?

Please email reg-ent@entnet.org. Kindly include your Reg-ent practice ID and practice name in the subject line for a prompt response.

Q Do I have to be a Reg-ent user to access the PRO tool?

Yes. To sign up, please visit <https://regent.entnet.org/signup/login>.