

Signia IX cuts follow-up appointments compared with leading competitors

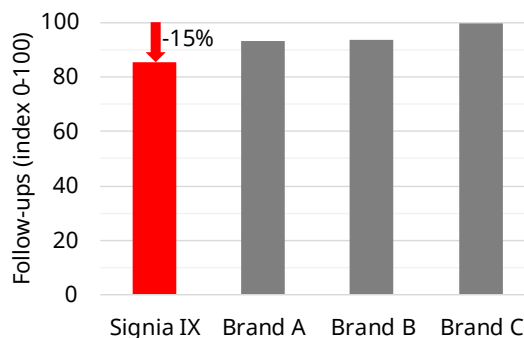
Data from hearing aid fittings made in a group of clinics indicate that fewer follow-up appointments are required when fitting Signia Integrated Xperience (IX) compared to fitting premium hearing aids from leading competitors.

In the fitting of hearing aids, follow-up appointments are typically booked to address specific problems experienced by the wearer after the initial fitting has been completed. While some wearers don't need follow-ups at all, others may need 3, 4, 5 or even more follow-ups before they can accept their hearing aids. This means more work for the Hearing Care Professionals doing these fittings, and accordingly, solutions that reduce the number of follow-ups will save time and increase clinical efficiency.

In a review of data provided by a group of hearing aid clinics, we analyzed the number of follow-ups carried out between the first fitting of the hearing aids and the completion of the trial period.

We analyzed data on the number of follow-ups completed during fittings of Signia Pure Charge&Go IX and fittings of premium RICs from three other leading hearing aid brands.¹

The bar graph indicates the average number of follow-up appointments observed for Signia IX and the three competitors (Brand A-C). Values are indexed on a 0-100 scale, with the highest value set to 100. The results show that Signia IX has the lowest average number of follow-up appointments. **The number of follow-ups needed in Signia IX fittings is 15% lower than a leading competitor.** With respect to that competitor (Brand C), this result suggests an HCP on average would be able to save 15% of the time spent on follow-up appointments by fitting Signia IX.



In the data review, we did not have access to the specific reasons for the follow-ups. However, we believe that certain features unique to the Signia IX hearing aids likely contribute to the reduced need for follow-up visits.

- By offering **RealTime Conversation Enhancement**, based on multi-stream processing capable of tracking and enhancing multiple talkers, Signia IX directly addresses the main problem experienced by many wearers: The reduced ability to participate in noisy group conversations.
- **The physical design of Signia Pure C&G IX** and its selection of earwear aim at a physically comfortable fitting, which reduces or eliminates the discomfort, which is another common reason for follow-up appointments.
- **Own Voice Processing 2.0** is a unique Signia feature that detects when the wearer is speaking and adjusts the processing to make the own voice sound more comfortable. It has been shown that activation of Own Voice Processing 2.0 is associated with up to 30% fewer returns², making it a likely contributor to reducing the number of follow-ups.

1. Based on a total of 1,630 fittings of premium RIC hearing aids, including Signia Pure Charge&Go IX and three other brands.

2. Own Voice Processing 2.0 linked to 23% fewer returns. Signia Data Insights, November 2025.

Unleash the power of conversation

Signia IX with RealTime Conversation Enhancement makes it easier for the wearer to participate in and contribute to group conversations in noise. As indicated by this study, RealTime Conversation Enhancement – in combination with the other advanced features of Signia IX – also reduces the need for follow-up appointments.

Signia IX supports wearers to keep up with the conversation no matter how busy it gets, empowering them to participate and contribute with ease, and to unleash the power of conversation!

Read about Signia IX here:

