



LACE Online

Mary Beth Wright, HearWright

Mary Beth Wright, Audiologist MS, FAAA of HearWright shares how using Sycle and LACE Online has benefited her patients and business.

Tell us about your clinic network.

We have been in business over 31 years and are one of the largest private hearing clinic networks with over 12 locations in Northern Ohio.

You have been using LACE since it was a software program, how has the integration of Sycle and LACE Online helped your business?

Sycle's addition of LACE Online aural rehabilitation training was a brilliant move. No other practice management software has it and it's one of the reasons we chose Sycle.

LACE Online eliminates the headaches associated with installing software, making the app much more mobile and far easier to use for patients.

The combination of Sycle and LACE Online has resulted in a much better patient experience, saving us money while helping to lower returns.

Tell us about the process of dispensing LACE Online Access Codes using Sycle.

The process is very easy and straight forward. Sycle creates a dispensing document for each patient containing the Access Code and all the information for proper usage. We simply print out the document and present to patients when they leave to help them adjust to their new hearing aids, much like a homework assignment.

Describe the benefits of having patient scoring appear in the Sycle patient record?

All patient training scores are automatically uploaded to the Sycle patient record which is very convenient. When the patient comes in for a follow up appointment my clinicians can simply open the Sycle patient record and see the



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date of each training session completed, along with the patients progress in each category of training: speech-in-noise, rapid speech, competing speaker and word memory exercises, all displayed in precise detail. It really helps the patient understand the importance of brain training in becoming a better listener.

What do your patients think about the LACE Online web app?

Our patients are very happy with the newly improved LACE Online. The shorter 11 session training schedule insures more patients are compliant in completing the app. Afterward, the extra content included for ongoing training means patients receive more fresh exercises for additional practice.

I find that LACE is often a reason why patients decide to purchase hearing devices from us. They believe in 'physical therapy for their ears'. It just makes sense to them.