

GROWTH

Teleaudiology

Using remote diagnostics to increase patient access



The Challenge

Audiology practices nationwide face two issues that affect their ability to deliver high-quality care:

- An audiologist staffing shortage.
- Increasing demand from patients for hearing testing.

Both problems prevent patients from accessing the hearing care they need in a timely manner, leading to delays that lower patient satisfaction and limit a practice's ability to operate at full clinical and financial capacity.

The Solution

In collaboration with Fuel's advisors, Albany ENT & Allergy Services implemented remote diagnostics through WebAuD™, a remote audiology service platform developed by the American Institute of Balance, to improve patient access and optimize audiologist time.

What the Practice Provided

To implement WebAuD, Albany ENT was required to have a RAS (remote audiology system), a practice-employed medical extender (a medical assistant, AuD Tech or OtoTech) and a reliable internet connection in place.

What WebAuD Provided

WebAuD provides the licensed audiologist and the equipment, if you prefer to lease it. They offer training for your technician and comprehensive workflow support.

WebAuDs test battery includes:

CPT Code	Description	2026 Medicare National Fee Schedule Non-Facility
	Video Otoscopy	
92557	Comprehensive Audiology <ul style="list-style-type: none">• Air and Bone Conduction• Spondee Thresholds• Word Discrimination Scores	\$32
92570	Immittance Testing <ul style="list-style-type: none">• Tympanometry• Stapedial Reflexes• Reflex Decay	\$28
92588	Otoacoustic Emissions	\$29
Q3014*	Originating Site Facility Fee	\$32

Total **\$121**

*Awaiting clarification from CMS on requirements for originating site.



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How Remote Diagnostics Work

1. The patient is roomed by the technician (MA, AuD Tech, OtoTech).
2. The technician connects with the remote audiologist.
3. The remote audiologist participates via virtual connection.
4. The technician connects and conducts video otoscopy.
5. The remote audiologist performs tympanometry/reflexes, OAEs, AC, speech and BC, then reviews results.
6. The practice bills for the tests.

Remote diagnostics reclaimed

↑ 22 hours/week of audiologists' time

↑ Resulting in

45% INCREASE	23% INCREASE
in hearing evaluations	in department revenue

Benefits of Remote Diagnostics

Remote diagnostics has become a powerful tool in audiology practice. It provides coverage during unexpected absences or staffing shortages, expands patient access to the increased demand for hearing evaluations and increases the number of patients treated. By shifting routine testing to remote support, on-site audiologists can practice at the top of their license and focus on higher-value clinical work. This helps practices operate more efficiently while maintaining strong clinical quality and patient experience.

About Fuel Medical

Fuel Medical is the leading business advisory company serving ENTs, otologists, audiologists and universities throughout the United States. Fuel provides and implements custom insights, tools and actionable solutions that enhance practice performance and impact patient outcomes. By combining best practice business strategies with analytics, Fuel Medical collaborates with its members to achieve their goals through effective talent, information and patient management.