



PATIENT TALKING POINTS

Welcome to Rellax

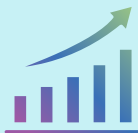
Help your team introduce Rellax clearly and consistently to patients. Explain what Rellax is, how it fits into care, and what patients can expect as they get started.

HOW TO POSITION RELLAX

Rellax is designed to complement the tinnitus care you already provide. Position it as a structured tool patients can use between visits to:



Stay engaged with treatment



Track progress over time



Receive support between visits

KEY TALKING POINTS

- Identify your clinic's main portal user
- Set aside time to review the training resources
- Keep your signup and billing confirmation handy
- Reach out with questions as your team gets started

SUGGESTED SCRIPT

“Rellax is a tool you can use between visits to support the treatment plan we've discussed. It gives you guided sound therapy, helps track your progress over time, and allows us to stay connected to how things are going.”



GETTING STARTED: WHAT TO TELL PATIENTS

Let patients know your team will help them get started and review their progress along the way. Additional clinic resources include guidance for first-time login and early navigation of Rellax.



PATIENT FAQ'S



How often do I need to do the treatment?

Every day for 1 to 2 hours.



What is the blend or mixing point?

The blend or mixing point is where the level is still noticeable and the stimulus is heard as well, meaning you can hear both the tinnitus and the stimulus.



Will my data be shared?

Your information is shared with your provider as part of your care through Rellax. If you have questions about privacy or how your information is handled, your provider can explain how it is managed in their practice.



Does this work with every phone?

Rellax works on both Apple and Android phones.



Is there a cost to download the app?

No. There is no cost to download the app.



Do I Have to Pay for This?

That depends on how your provider has set up access to Rellax. Your provider will let you know whether there is any cost to you.

TEAM REMINDERS

- Keep the language simple and reassuring
- Position Rellax as part of the care plan, not as a separate program
- Reinforce that it is meant to be used between visits
- Let patients know you will review progress together over time

NEED HELP?

If your team has questions during setup or as you begin adding patients, support is available. Reach out anytime and we will help you move forward with clarity and confidence.



Questions?

Contact Ryan at ryan@rellax.co
or call (888) 419-4260

