



# What Every Hard-of-Hearing Person Needs to Know Before A Medical Encounter

HLAA Sarasota-Manatee Chapter  
Wednesday, April 8, 2020  
11:00 AM – 1:30 PM

# Speakers

2

**Flo Innes**

**HLAA & HLAS Member for 30+ Years**

**Former President HLAA Sarasota-Manatee 7 Years**

**Former Treasurer HLAA Sarasota-Manatee**

**Former Trustee HLAA Sarasota-Manatee**

**Founder & President, Advocates for Better Hearing**



# Speakers

**Valerie Stafford-Mallis**

**Former Vice-Chair HLAA Board of Trustees,**

**Former HLAA Director of Chapter Development**

**Former Trustee HLAA Sarasota-Manatee**

**Late-deafened, Bi-lateral Cochlear Implant User**



# Today's Program

- **Challenging healthcare listening situations**
- **What the law says about accommodations, your rights & responsibilities**
- **Low-tech and high-tech assists**
- **Matching assists to challenging situations**
- **How to effectively self-advocate**
- **Tips to make your life a little easier**

# Your Rights

- Full participation in your health care
- Equal access to quality outcomes
- Conscientious effort by staff to assist you
- Effective communication, as you define it
- Auxiliary aids and services to assist you
- No extra charges to you



# Your Rights

## [www.ada.gov/effectivecommunication.htm](http://www.ada.gov/effectivecommunication.htm)



U.S. Department of Justice  
Civil Rights Division  
Disability Rights Section



ADA  
Requirements

## Effective Communication

### Overview

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

People who have vision, hearing, or speech disabilities ("communication disabilities") use different ways to communicate. For example, people who are blind may give and receive information audibly rather than in writing and people who are deaf may give and receive information through writing or sign language rather than through speech.

The ADA requires that title II entities (State and local governments) and title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.

This publication is designed to help title II and title III entities ("covered entities") understand how the rules for effective communication, including rules that went into effect on March 15, 2011, apply to them.

- The purpose of the effective communication rules is to ensure that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.
- Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.
- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.



# Reasonable Things To Ask For

- Dry erase boards and markers
- Paper and Pens
- Online scheduling if available
- Online registration if available
- Notation of hearing status in all records
- Staff that know how to accept relay calls
- Staff that know how to assist persons with hearing loss



# Reasonable Items To Ask For (continued)



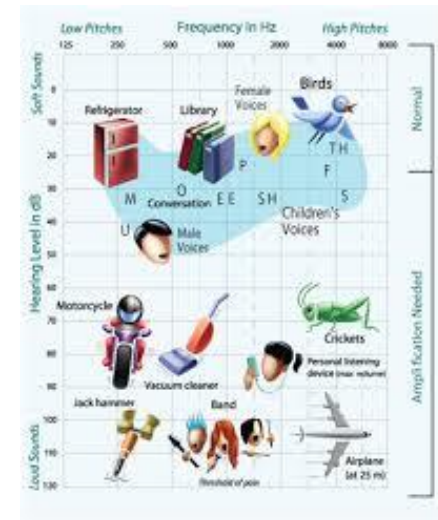
- Sign Language Interpreters
- Speech-to-text services
- Amplified phone or TV
- Visual phone ringing alert
- Captioned phones, videos, and TV
- Hearing loss identification signs
- Assistive listening devices such as pocket talkers





# Your Responsibilities

- Understand your hearing loss and how it affects your ability to understand and to be understood
- Know which accommodations help you
- Advise of your communication needs before admission when possible
- Ask to have information put in your chart in writing



# Wear Your “Please Face Me Button”

## Take Your Pocket Talker



Assistive listening devices



**FREE**

**Hearing Loss Association  
Sarasota Manatee  
Hospital Kit  
Developed by Flo Innes**

**HOW TO REQUEST ONE:  
email Flo before you go  
to the hospital**

**[a4bh@msn.com](mailto:a4bh@msn.com)**

# Envelope



## Hard of Hearing AWARENESS KIT

An A.D.A. Compliance Program

**For Hospitals and Medical Facilities**

To assist successful communication with hard of hearing patients

**Patient:** \_\_\_\_\_

**Room #** \_\_\_\_\_



Information, Education, Support, Advocacy  
[www.hlas.org](http://www.hlas.org)



International Symbol of  
Access for Hearing Loss

# 8.5" x 11" HoH Poster



# Hearing Aid Bag Label and Instructions



THE HEARING AID IN THIS BAG BELONGS TO

NAME: \_\_\_\_\_

ROOM #: \_\_\_\_\_



HOME PHONE #: \_\_\_\_\_

**Note:** This bag is intended only for temporary storage of aid/s (if they must be removed prior to surgery / X-ray , etc.) The bag should be securely attached to an easily accessible place, e.g. chart, gown .....

**For bedside storage** a denture or other similar rigid container is a safer option (reduces damage if dropped).

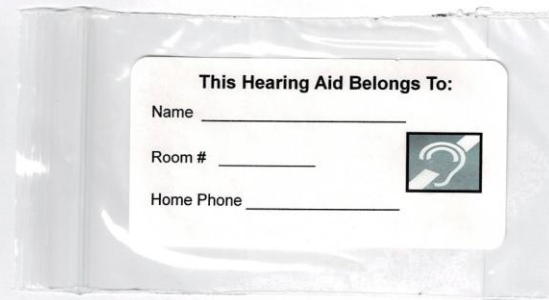
**Label** your container with:

◆ your name ◆ room # ◆ international symbol

**Caution:** Moisture can damage your hearing aid/s (especially new electronic ones). The use of a desiccant, (absorbs moisture) will alleviate this problem. Desiccant is not included in this Kit. Your pharmacist may be a source




**Eye:** Hearing aids are quite frequently lost in hospitals.....very often they are wrapped in a tissue, by patient, and are thrown out in the trash

*Above are suggestions. It may be best to check with your manufacturer as to specific recommendations for temporary safekeeping of your aids*



# Printed on Avery 5163 Labels



<p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p>	<p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p> <p style="text-align: center;"><b>THE HEARING AID IN THIS BAG BELONGS TO</b></p> <p>NAME: _____</p> <p>ROOM #: _____ </p> <p>HOME PHONE #: _____</p>
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# HoH Communication Tips for People Who Are Hearing



## Tips for People Who Are Hearing When Communicating with People Who Have Hearing Loss

### Rule

- When audio is poor, emphasize the visual.
- Practice special speaking skills.

### Set Your Stage

- Get listener's attention first.
- Face audience directly.
- Spotlight your face (no backlighting).
- Avoid noisy backgrounds.
- Ask how to best facilitate communication.

### Project Your Communication

- Do not shout.
- Speak clearly, at a moderate pace.
- Do not cover your mouth, chew food, gum, or smoke while talking.
- Rephrase if you are not understood.
- Use facial expressions, gestures.
- Give clues when changing subject.

### Establish Empathy with Audience

- Be patient if response seems slow.
- Stay positive and relaxed.
- Talk to the person, not about him or her.
- Show respect to help build confidence.

Hearing Loss Association of America™  
7910 Woodmont Avenue - Suite 1200  
Bethesda, Maryland 20814  
301.657.2248 • 301.913.9413 (Fax)  
hearingloss.org

5.2018



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# Tips When Communicating with Hearing People



## Tips for People with Hearing Loss When Communicating with People Who Are Hearing

### Rule

- *Communication is a two-way street.*
- *People with hearing loss must make as much effort as hearing people.*

### Set Your Stage

- *Tell others how best to talk to you.*
- *Pick your best spot (light, quiet, proximity).*
- *Anticipate difficult situations; plan how to minimize them.*

### Project Your Communication

- *Pay attention.*
- *Concentrate on speaker.*
- *Look for visual clues.*
- *Ask for written clues if needed.*
- *Don't interrupt speaker.*
- *Let conversation flow a little to gain more meaning.*

### Establish Empathy with Audience

- *React.*
- *Let speakers know how well they are doing.*
- *Don't bluff.*
- *Admit it when you don't understand.*
- *If unable to concentrate, ask to discuss later.*



## Tips for People with Hearing Loss When Communicating with People Who Are Hearing

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# Universal Access Symbol for Hearing Loss



# Strategies to Use When Speaking with a HoH Person

## STRATEGIES TO USE WHEN SPEAKING WITH A HARD OF HEARING (HOH) PERSON

- Face the person, speak clearly and do not shout.
- Get the person's attention before you start talking.
- The closer you are, the easier it is for the person to hear and understand you.
- Background noise (TV's, rattling carts, others talking, ect.) can interfere with the HOH patient's understanding.
- Many HOH people use lipreading. Surgical masks are the worst condition. Gum and food chewing, even mustaches, tend to interfere with speechreading.
- Use extra care if an HOH person is under medication, tired, ect. To ensure hearing. Rephrasing a mis-heard sentence helps. Where critical, ask questions or ask the person to repeat what you said to confirm understanding.
- If the HOH person wears and has a hearing aid, be sure to permit the person to use it in all test and informational situations. Because hearing aids are easily lost amidst bed clothing, patient should be assisted in ways to avoid this.



# Smaller Communication Tips Cards and Labels

**HARD OF HEARING  
PLEASE  
FACE ME AND  
SPEAK CLEARLY**

## **Tips for Communicating with Hard Of Hearing People**

- ❖ Get Person's Attention
- ❖ Face Person
- ❖ Speak at Moderate Pace
- ❖ Ask How to Communicate
- ❖ Don't Shout
- ❖ Avoid Light / Sun Glare
- ❖ Avoid Noisy Background
- ❖ Rephrase if Misunderstood
- ❖ Nothing in Your Mouth
- ❖ Write ❖ Gesture ❖ Point



*International Symbol  
of Access for Hearing Loss*

**SHHH Self Help for Hard of Hearing People**

# Smaller Communication Tips Labels

Hard of  
Hearing  
Speak Clearly

Hard of  
Hearing  
Speak Clearly

Hard of  
Hearing  
Speak Clearly

Hard of  
Hearing  
Speak Clearly

Hard of  
Hearing  
Speak Clearly



# Communication Strategies for Challenging Listening Situations

Contacting Provider Offices	Outpatient Visits	Inpatient Visits
General Inquiries	Doctors' Offices	Pre-admissions Department
Requesting Appointments	Outpatient Procedures	Admissions Department
Requesting Rx Refills	Dental Offices	Surgery and Other Procedures
Responding to Callbacks	Emergency Room	In Your Hospital Room
		Discharge Planning



# Contacting Providers

- Use the online portal if available
- Explain if you use captioned phone or telecommunication relay
- Ask if you can email or text
- Verify records show hearing loss and needed accommodations
- Confirm understanding – don't bluff
- Express appreciation for any help you receive



# In the Waiting Room

- Inform receptionist when you check in
- Explain you may need a visual alert
- Verify records show hearing loss prominently
- Don't bluff if you don't understand
- Express appreciation for any help you receive





# Before You Are Admitted

- Visit the hospital before you are admitted
- Speak to Pre-Admissions / Admissions about your communication access needs
- Ask for a advance copy of Admissions questions you will be asked
- Find out what is already in place for communicating with persons who are deaf or hard of hearing
- If nothing...educate them!

# Before You Are Admitted (cont.)



- **Inform Patient Services of admit date and communication needs**
- **Ask to post a hearing loss sign above your bed and in your medical chart**
- **Ask about hospital policy hearing aids and CI external processors**
- **Make your anesthesia provider aware**

# Before You Are Admitted (cont.)



- **Bring your assistive listening devices**
- **Speak with everyone you meet about your hearing loss**
- **Find out how you can get an amplified telephone, CapTel Phone, TDD with visual alerts in your room**
- **Request closed captions on your TV**
- **No MRI's for cochlear implant wearers!**

# Before You Are Admitted (cont.)

- Ask about hearing loss identification symbols for entrance to room and over your bed
- Check out HLAA Hospital Communication Kits (Washington State and San Antonio)
- Take a third party to help listen if possible – sign HIPPA forms first



# In the Hospital

- Inform staff of your communication needs
- Ask for instructions about your hearing aids to be put in a plastic bag attached to your gown or medical records
- Bring a rigid container with your name on it for bedside storage
- Make arrangements for reinsertion of HA or CI external processor by family or staff



# In The Hospital (cont.)

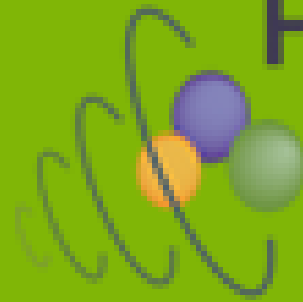


- **Ask people to speak to you BEFORE they put on their surgical masks**
- **Keep your hearing aids on as long as possible**
- **Keep your listening helper with you as long as possible**
- **Use pictorial symbols, paper & pen to communicate with staff if necessary**

# Items You Should Take



- A supply of Communication Tips sheets
- “Please Face Me” badge to pin on your pillow or gown
- Extra hearing aid batteries
- Your own assistive devices
- Storage box/bag for hearing aid or CI
- Pen and paper



**Hearing Loss  
Association  
of America**

**OTHER RESOURCES**



# From HLAA National: Guide for Effective Communication in Health Care

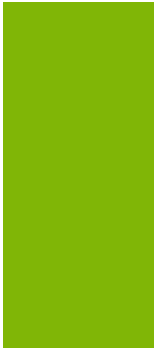
- [https://www.hearingloss.org/wp-content/uploads/HLAA\\_HC\\_Full\\_Guide.pdf](https://www.hearingloss.org/wp-content/uploads/HLAA_HC_Full_Guide.pdf)HLAA

Hearingloss.org website >  
Hearing Help >  
Communities >  
Patients OR Providers

# PATIENT'S Guide for Effective Communication in Health Care

[https://www.hearingloss.org/wp-content/uploads/HLAA\\_HC\\_Full\\_Guide.pdf](https://www.hearingloss.org/wp-content/uploads/HLAA_HC_Full_Guide.pdf)

- What is needed for effective communication?
- What is a Communication Access Plan (CAP)? Why is it important?
- How should it be used?
- What are the “auxiliary aids and services” that may help you to communicate?
- What are your legal rights to effective communication?
- How to get what you need for:
  - Emergency Department visits
  - Inpatient hospital stays
  - Outpatient appointments
  - Tests and procedures



# Guide for Effective Communication in Health Care

[https://www.hearingloss.org/wp-content/uploads/HLAA\\_HC\\_Full\\_Guide.pdf](https://www.hearingloss.org/wp-content/uploads/HLAA_HC_Full_Guide.pdf)



## Communication Access Plan (CAP)

Please alert all staff and include in Medical Record		
NAME OF PATIENT:	DATE OF BIRTH:	MRN: (Office Use)
<b>Which Describes You?</b>		
<input type="checkbox"/> Hard-of-Hearing <input type="checkbox"/> Deaf <input type="checkbox"/> Deaf-Blind <input type="checkbox"/> Visually Impaired		
<b>Which Device(s) Do You Use?</b>		
Hearing Aid(s) <input type="checkbox"/> Right <input type="checkbox"/> Left Cochlear Implant(s) <input type="checkbox"/> Right <input type="checkbox"/> Left Other Implant(s): _____		
<b>What Do You Need Hospital/Office to Provide?</b>		
<input type="checkbox"/> Pocket Talker <input type="checkbox"/> Captioned Phone (Hospital only) <input type="checkbox"/> TTY (Hospital Only) <input type="checkbox"/> Other Alerts or Assistive Device(s): _____		
<b>What Services Do You Need?</b>		
<input type="checkbox"/> Communication in writing <input type="checkbox"/> Communication Access Real-time Translation (CART) <input type="checkbox"/> Sign Language Interpreter <input type="checkbox"/> Tactile Interpreter <input type="checkbox"/> Video Remote Interpreter (VRI) <input type="checkbox"/> Other: _____		
<b>Waiting Room Practice</b>		
When it is time for me to be seen by my healthcare provider:	<input type="checkbox"/> Provide a vibrating pager, if available <input type="checkbox"/> Come speak to me face-to-face <input type="checkbox"/> Write me a note and hand it to me	
<b>For scheduling/follow up communication, please contact me by:</b>		
<input type="checkbox"/> Patient Portal	<input type="checkbox"/> Email	<input type="checkbox"/> Text
<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Home Phone	<input type="checkbox"/> Work Phone
<input type="checkbox"/> U.S Mail	<input type="checkbox"/> Video Phone	<input type="checkbox"/> Relay
<b>Notes:</b>		

# PROVIDER'S Guide for Effective Communication in Health Care

[https://www.hearingloss.org/wp-content/uploads/HLAA\\_HC\\_Full\\_Guide.pdf](https://www.hearingloss.org/wp-content/uploads/HLAA_HC_Full_Guide.pdf)

- Important facts about people who are hard of hearing or deaf.
- Legal and regulatory responsibilities for hospitals and health care practices and facilities in providing access to effective communication.
- The Communication Access Plan (CAP) and how it can help providers and patients manage and ensure effective communication.
- Communication aids and services needed for effective communication.
- Information for staff working in the emergency department, inpatient settings and outpatient settings, as well as performing tests and procedures.

# FREE

# Hearing Loss Association of Lane County Oregon



**Hearing Loss Association of Lane County Oregon**  
Hospital 412  
Community and Rehabilitation Building

**10. I AM HARD OF HEARING!**

- ◆ Get my Attention
- ◆ Face me
- ◆ Speak clearly

**IF YOU HAVE trouble HEARING...**

**TIPS TO HELP**

**HEARING LOSS ID CARD**

**How to Help Our Communication:**

**Please:**

- ◆ Note on my medical records that I have a hearing loss.
- ◆ Get my attention before talking.
- ◆ Face me - I need to see your face to lipread.
- ◆ Speak clearly - don't over emphasize or shout.
- ◆ If possible, turn off background noise.
- ◆ Don't cover your mouth.
- ◆ Rephrase if misheard.
- ◆ Write down impo information.
- ◆ Ask me to repeat to be sure I understand correctly.

**TIPS FOR COMMUNICATING WITH SOMEONE WITH A HEARING LOSS**

**Please:**

- ◆ Get the person's attention first.
- ◆ Face the person - have the light on your face.
- ◆ Ask how to communicate.
- ◆ Speak clearly - don't over emphasize.
- ◆ Avoid shouting.
- ◆ Don't cover your mouth.
- ◆ Write down important information.
- ◆ Have vital facts underlined.

**TIPS FOR COMMUNICATING WITH SOMEONE WITH A HEARING LOSS**

**FOR THE DOCTOR: Treating a hard of hearing patient**

**FOR THE DENTIST: Treating a hard of hearing patient**

**I am Hard of Hearing!**

**TIPS FOR COMMUNICATING WITH SOMEONE WITH A HEARING LOSS**

Without my hearing aid / cochlear implant I can't hear you!	
Left ear:	Right ear:
Type: _____	Type: _____
Settings: _____	Settings: _____
To turn on: _____	To turn on: _____
To turn off: _____	To turn off: _____

In addition to wearing my listening devices I also need: \_\_\_\_\_

To assist me: \_\_\_\_\_

For info: \_\_\_\_\_  
Hearing Loss Association of Lane County  
P.O. Box 21  
www.hearingloss.org

**PLEASE FACE ME**

**PLEASE FACE ME**

**PLEASE FACE ME**

**PLEASE FACE ME**

# <http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>

## Hearing Loss Association of America - Lane County Oregon Hospital Kit Contents and Instruction Sheet

### Kit includes:

1) **Contents and instruction sheet** - this list © All of these documents are available on our website in PDF.

2) **The IF YOU HAVE TROUBLE HEARING...TIPS TO HELP** brochure - read through this **before** you go to the hospital.

3) **A Hearing Loss ID card** to fill out and carry with your identification.

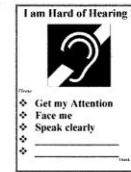
4) **A general instruction sheet to give you information about doctor and dental visits**

5) **"Face me" Badge** - to clip on your pillow or gown.  
- (This is also useful for travel.)



6) **Yellow International Symbol sign**

- Fill in the two blank lines with your personal needs; such as "write out instructions" or "I need my glasses and hearing aids"
- Hang in an obvious place like on your IV pole.



7) **International Hearing Loss labels** (5 blue, 5 black / white)

- Fold one over your hospital ID bracelet, but be sure not to cover any other information.
- Ask staff to place them on your records, the call button for your room at the nurse's station or anywhere else appropriate.



8) **Green hearing aid / cochlear implant information card**

- Fill in the blanks with the settings for your hearing aids / cochlear implant so others can set them for you if necessary.
  - Add any other information appropriate to you - such as "wear glasses" "startle easily", "heavy sleeper", etc.
- Have the card put on the "white Board" or other information board in your room.

Without my hearing aid / cochlear implant, I can't hear good.	
Left ear:	Right ear:
Type: _____	Type: _____
Settings: _____	Settings: _____
To turn on: _____	To turn on: _____
To turn off: _____	To turn off: _____
In addition to wearing my listening devices I also prefer: _____	
To make me: _____	

9) **Pink Communication Tips Sign** - Hang sign in a conspicuous place.

10) **Pink communication tips cards** (6) - Hand cards out to staff as a friendly reminder of your needs.

### Ask for:

**A Pen and note pad** Use to take notes, have people write down what you do not clearly understand, to verify instructions, etc. (These will be included in kits purchased at meetings while supplies last.)

**A ridged plastic container** labeled with the patient's information should be provided to store hearing aids/processers. (Denture boxes are good for this.)



**TIPS FOR COMMUNICATING WITH SOMEONE WHO IS HEARING LOSS**

1. HOLD THE PERSON'S ATTENTION FIRST. PLACE THE PERSON'S NAME AND LOCATION IN YOUR MIND.

2. SPEAK SLOWLY AND CLEARLY. USE SHORT SENTENCES. SPEAK WITH AN ENHANCED OR SOFT TONE.

3. SPEAK WITH ENTHUSIASM.

4. ALWAYS COLLECT YOUR THOUGHTS BEFORE SPEAKING.

5. REPEAT OR REPHRASE.

6. WRITE DOWN INDIVIDUAL INSTRUCTIONS.

7. ALWAYS PROVIDE VISUAL AIDS TO YOUR WORDS FIRST. CHECK FOR UNDERSTANDING.

# <http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>

## WHAT YOU CAN DO...

**Your Rights as a HARD of HEARING Patient are the SAME as any other patient**

**They include:**

- Full participation in your health care
- Courteous and reasonable responses to your requests for help and services
- Flexibility of staff members in using alternative communication procedures on your behalf
- Reasonable accommodation of your hearing loss, with availability of assistive devices when necessary
- Help in finding alternative ways of receiving follow - up care if you cannot use a phone
- Contacting the hospital patient advocate, patient relations office, care coordinator or "Risk Management" office for problem solving

\* By federal law (the Americans with Disabilities Act - A D A of 1990, and Rehabilitation Act of 1973) Hospitals are required to be accessible to people with hearing loss.

### Suggestions to REDUCE

#### COMMUNICATION DIFFICULTIES In EMERGENCY Situations

- Tell people you are Hard of Hearing
- Wear a medic alert bracelet / necklace to let people know you have hearing loss
- Keep you hearing aids on as long as possible

Keep a hearing loss I.D. card with your personal identification papers.

**On this card have:**

- Communication tips
- International symbol
- **Your specific needs:**  
Personal hearing aid settings, amplifying device, oral or sign language interpreter, other...

Tell your family / friends of your specific needs, so they will be able to inform staff about your hearing loss and how it affects your communication.



Hearing Loss Association of America is a volunteer international organization of people who cannot hear well. Its mission is to make mainstream society more accessible to people who are hard of hearing.

## IF YOU HAVE TROUBLE HEARING...

### TIPS TO HELP

SUGGESTIONS TO REDUCE COMMUNICATION DIFFICULTIES IN MEDICAL SITUATIONS



????????????????????



Why bother?

Because it is difficult to tell if you are:

- not hearing or "unresponsive"?
- didn't hear the question or are "confused" ?
- understanding important information about medication or treatment?

**There is help available to deal with your hearing loss!**

***Hearing loss is invisible!***

People **cannot** help you if they don't know that there is a problem.

- Make your needs known!



# <http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>

<i>WHAT YOU CAN DO ...</i>		
<b>PLANNING and PREPARING for your HOSPITAL STAY</b>	<b>TIPS and QUESTIONS to Ask <i>Before</i> your HOSPITALIZATION</b>	<b>STEPS TO USE In the WAITING ROOM</b>
<p style="text-align: center;"><u>Items to ask for:</u></p> <ul style="list-style-type: none"> <li>• Amplified telephone with a visible alert, or text telephone (TTY)</li> <li>• Captioned TV</li> <li>• Hearing loss identification symbol for patient room door and / or for above the bed</li> <li>• Captioned educational videos</li> <li>• Personal amplifying device to help you hear (ie: pocket talker)</li> </ul> <p><u>HLA-LC hospital kit for HOH Patients includes a re-sealable bag containing:</u></p> <ul style="list-style-type: none"> <li>• This brochure</li> <li>• "Face me" Badge - to clip on your pillow or gown</li> <li>• Yellow International Symbol sheet</li> <li>• International hearing stickers</li> <li>• Green hearing aid / cochlear implant information card</li> <li>• Pink - communication tips sign</li> <li>• Pink - communication tips cards to hand out</li> <li>• Pencil and note pad</li> <li>• A plastic bag with and pin to contain hearing aids when not being worn</li> <li>• Contents and instruction sheet</li> </ul>	<ul style="list-style-type: none"> <li>• Promise you won't <b>bluff</b>. Repeat back / ask to have written down anything not clearly understood</li> <li>• At your pre-admission hospital visit <b>discuss your hearing loss</b> and your preferred means of communication (written, oral, sign) along with any other special needs</li> <li>• Inform personnel that you can not understand intercom messages or staff speaking through surgical masks</li> <li>• Inform hospital staff of stickers to alert your care givers to your hearing loss</li> <li>• Ask to have instructions <i>before</i> staff put on masks</li> <li>• Inform your doctor, surgeon and your anesthesiologist of your hearing loss</li> <li>• Suggest a prominent note be put on your records that spoken communication be brief, clear and to the point</li> <li>• Inquire about medications that may affect your hearing</li> <li>• Ask to keep your hearing aids during surgery or other procedures if possible. If removed, <b>ask</b> that they be put in a plastic bag attached to your medical records</li> <li>• Be aware that some medical equipment may affect your hearing aids and / or equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Explain that you are hard of hearing and you may not hear your name when called.</li> <li>• Ask staff to approach you when requiring your attention and to face you when speaking to you.</li> <li>• Ask to have "Hearing Loss" shown prominently on all your medical records.</li> <li>• Express your appreciation for the cooperation you receive.</li> </ul> <p style="text-align: center;"><u>Other Items to take:</u></p> <ul style="list-style-type: none"> <li>• A small flash light</li> <li>• Extra hearing aid batteries</li> <li>• Possibly your personal communication equipment; PockeTalker, FM system - well marked with your name</li> <li>• A sturdier storage container for your hearing aid/s - labeled with your name</li> </ul> <p><b>If a kit is not available through the hospital, use the list in this brochure to make your own or contact your local HLAA chapter for information.</b></p>



# <http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>

## HEARING LOSS ID CARD

### How to Help Our Communication:



Please:

- ❖ Note on my medical records that I have a hearing loss.
- ❖ Get my attention before talking.
- ❖ Face me - I need to see your face to lipread.
- ❖ Speak clearly - don't over emphasize or shout.
- ❖ If possible, turn off background noise.
- ❖ Don't cover your mouth.
- ❖ Rephrase if misunderstood.
- ❖ Write down important information.
- ❖ Ask me to repeat vital facts to be sure I understand correctly.

Thank you!

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Thank you!

# <http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>

<p>Without my hearing aid / cochlear implant <b><i>I CAN'T HEAR YOU!</i></b></p> <p><b>Left ear:</b> Type: _____ Settings: _____ To turn on: _____ To turn off: _____</p> <p><b>Right ear:</b> Type: _____ Settings: _____ To turn on: _____ To turn off: _____</p> <p>In addition to wearing my listening devices I also need: _____ _____</p> <p>To wake me: _____ _____</p>
--

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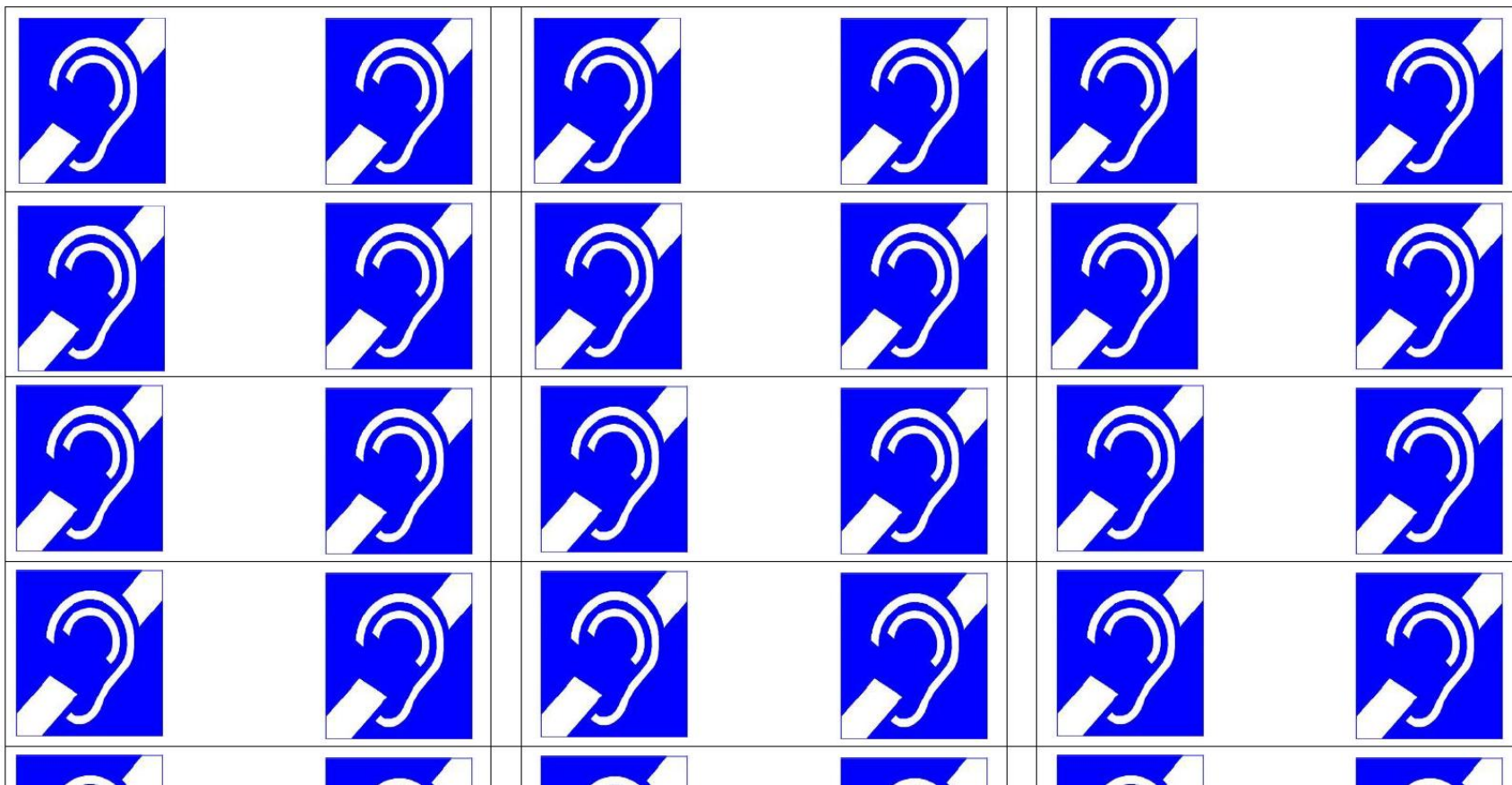
<p>Without my hearing aid / cochlear implant <b><i>I CAN'T HEAR YOU!</i></b></p> <p><b>Left ear:</b> Type: _____ Settings: _____ To turn on: _____ To turn off: _____</p> <p><b>Right ear:</b> Type: _____ Settings: _____ To turn on: _____ To turn off: _____</p> <p>In addition to wearing my listening devices I also need: _____ _____</p> <p>To wake me: _____ _____</p>
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--

<http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>



# <http://hearinglosslane.org/how-to-make-your-own-hospital-kit/>

**TIPS  
FOR  
COMMUNICATING  
WITH SOMEONE  
with a  
HEARING  
LOSS**

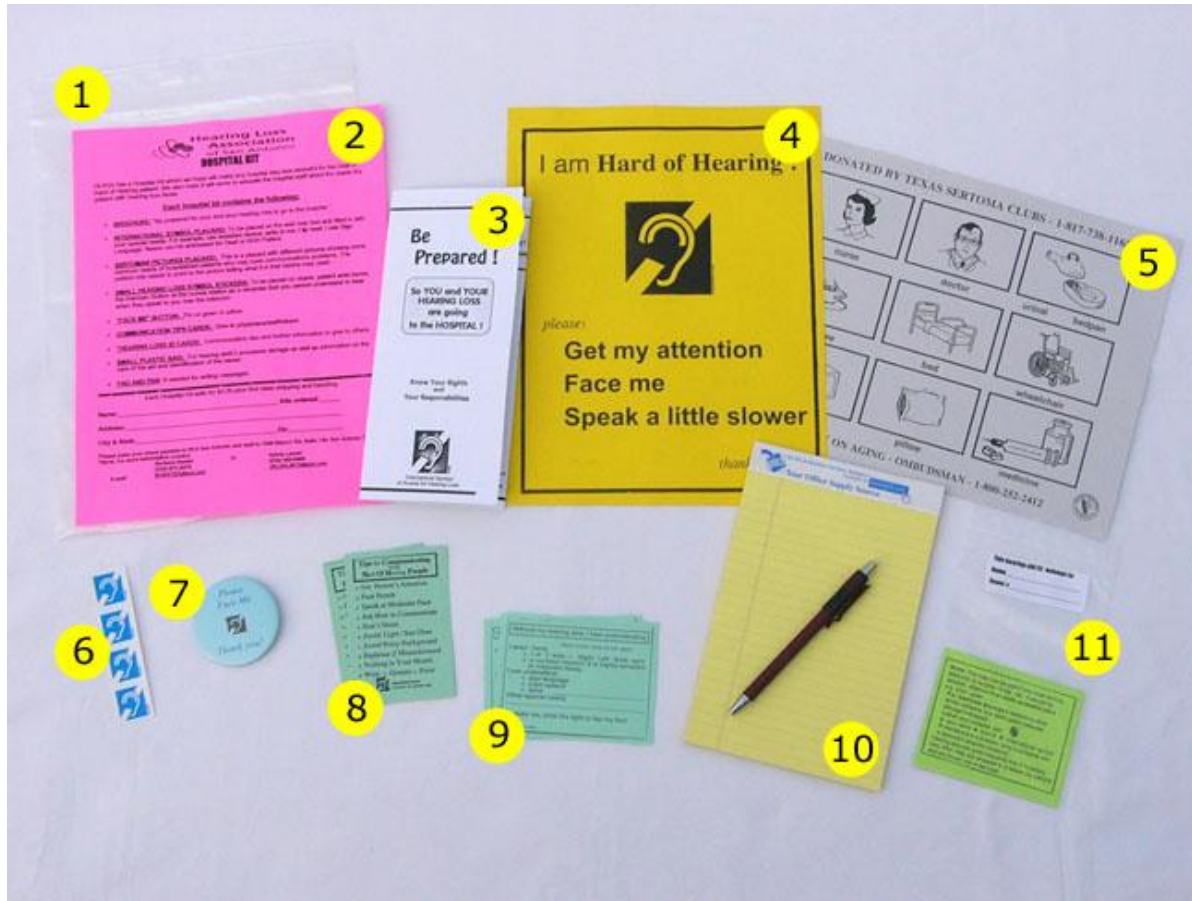


Please -

- ❖ **GET THE PERSON'S ATTENTION FIRST!**
- ❖ **FACE THE PERSON - HAVE THE LIGHT ON YOUR FACE.**
- ❖ **ASK HOW TO COMMUNICATE.**
- ❖ **SPEAK CLEARLY - DON'T OVER EMPHASIZE OR SHOUT.**
- ❖ **AVOID NOISY BACKGROUND.**
- ❖ **DON'T COVER YOUR MOUTH WITH YOUR HAND OR AN OBJECT.**
- ❖ **REPHRASE IF MISUNDERSTOOD.**
- ❖ **WRITE DOWN IMPORTANT INFORMATION.**
- ❖ **HAVE PERSON REPEAT VITAL FACTS TO BE SURE THEY UNDERSTAND CORRECTLY.**

Thank you!

# Hearing Loss Association of San Antonio



# \$5 To Order: [bobatex@aol.com](mailto:bobatex@aol.com)



- Instruction Sheet
- Brochure
- Hard of Hearing Sign
- Pictographic Card
- Hearing Loss Stickers
- Please Face Me button
- Communication Tips Card
- ID Cards
- Writing Pad



# So You & Your Hearing Loss Are Going To The Hospital

## Your rights as a hard of hearing or deaf patient\* are the same as any other patient

They include:

- Full participation in your health care
- Conscientious effort by staff members in communicating your medical needs to you
- A reasonable response to our requests for help and services
- Reasonable accommodation of your hearing loss, with availability of assistive devices when necessary
- Clarification of all bills and medical documents before you sign
- Help in obtaining information on financial aid
- Help in finding alternative ways of receiving follow-up care if you cannot use the phone
- Contacting the hospital patient advocate, patient relations, or care coordinator for problem solving
- Obtaining more than one opinion about your medical treatment

\*Federal laws (the Americans with Disabilities Act of 1990 and the Rehabilitation Act of 1973) require hospitals to be accessible to people with hearing loss.

## Suggestions to reduce communication difficulties in emergency situations

- Wear a medic alert bracelet/necklace to let people know you have a hearing loss.
- Keep your hearing aids on as long as possible.
- Keep a hearing loss ID card with your personal identification papers.
- On this card have:
  - Communication tips
  - International symbol of hearing loss
  - Your specific needs: personal amplifying device, oral or sign language interpreter, other...
- Inform family/friends of your specific needs, so if they accompany you they will be able to inform staff if you are unable to.
- Visit your local hospital while you are well and find out what procedures it has for communicating with people with hearing loss. If none, educate them!

## So You and Your Hearing Loss Are Going to the Hospital!

*Know your rights and responsibilities*



International symbol of access for hearing loss

Produced by the Hearing Loss Association of Washington (<http://www.hearingloss-wa.org>)

## Planning and preparing for your hospital stay

### Items to ask for:

- Amplified phone or TTY
- Visual phone ringing alert
- Captioning on TV
- Hearing loss identification symbol for patient room door
- Personal amplifying device

### Items to take:

- A supply of Communications Tips cards to pass out
- "Please Face Me" badge to pin on your pillow or gown
- Extra hearing aid batteries
- Your personal communication equipment, well-marked with your name
- A storage container for your hearing aids or implant processor
- Pen and paper

## Pre-admission

- At your pre-admission hospital visit, discuss your hearing loss and other special needs.
- Inform your doctor, surgeon, and anesthesiologist of your hearing loss.
- Inform hospital personnel of stickers that can be used to alert your care givers to your hearing loss.
- Suggest a prominent note be put on your records that spoken communication be brief, clear, and to the point.
- Ask to have instructions before staff put on surgical masks.
- Inquire about medications that may affect your hearing.
- Inquire about facility policy regarding removal of hearing aids or implant processors during surgery. If removed, suggest they put instruments in a plastic bag attached to your gown or medical records.

## In the waiting room



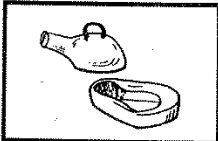

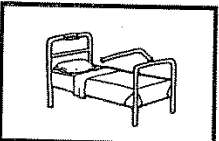
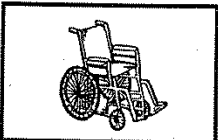
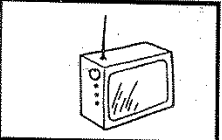
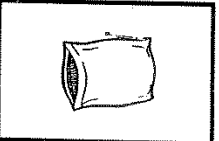
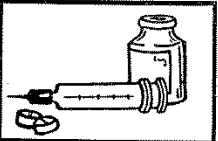
- Inform receptionist of your hearing loss when you check in.
- Explain that you may not hear your name called and to have someone come directly to you.
- Ask to have records show prominently that you have a hearing loss.
- Express your appreciation for the attention you receive.

### Tips





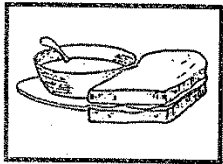
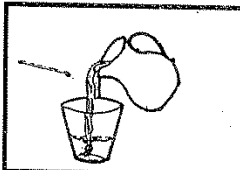






- Visit your local hospital while you are well and find out what procedures it has for communicating with people with hearing loss. If none, educate them!
- Don't bluff. Ask in writing anything not clearly understood.

# Medical Pictograms

DONATED BY TEXAS SERTOMA CLUBS - 1-817-738-1165

		
nurse	doctor	urinal bedpan
		
coffee	bed	wheelchair
		
T.V.	pillow	medicine

TEXAS DEPT ON AGING - OMBUDSMAN - 1-800-252-2412

				
	HOT	COLD		
				
HUNGRY	WATER			
				
WOULD LIKE TO	SIT UP	LIE DOWN	MOVE	USE THE BATHROOM



**I am Hard of Hearing !**



*please:*

**Get my attention**

**Face me**

**Speak a little slower**

*thank you !*

**I am DEAF**



please:

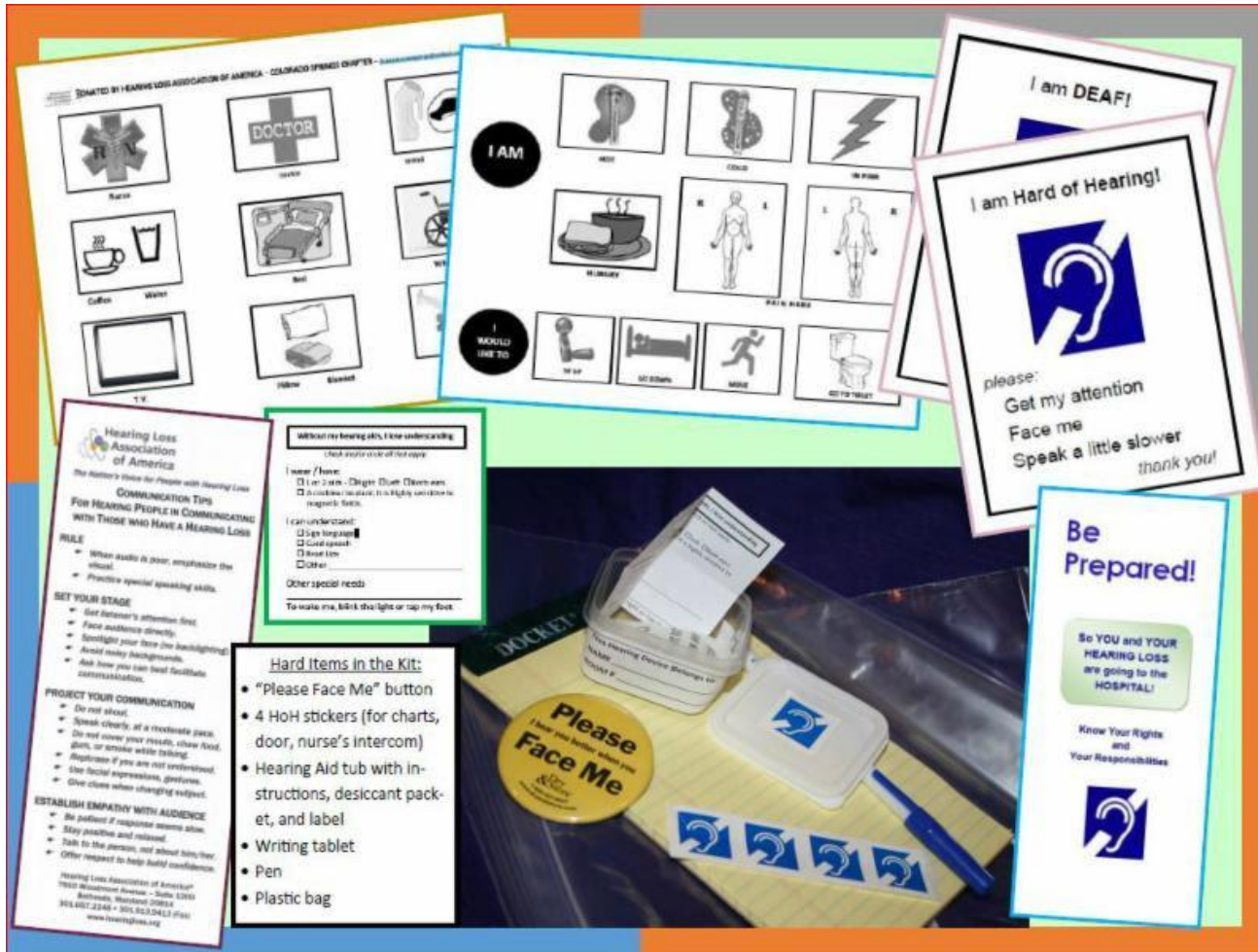
**Get my attention**

**Face me**

**Write or sign to me**

thank you!

# Hearing Loss Association of Colorado Springs CO



- Hard Items in the Kit:
- "Please Face Me" button
  - 4 HoH stickers (for charts, door, nurse's intercom)
  - Hearing Aid tub with instructions, desiccant packet, and label
  - Writing tablet
  - Pen
  - Plastic bag



HAAA-CS has a Hospital Kit which we hope will make any hospital stay less stressful for the Deaf or Hard of Hearing patient. We also hope it will serve to educate the hospital staff about the needs the hard-of-hearing patient faces.

**Each Hospital Kit contains the following:**

- BROCHURE** "Be Prepared for you and your hearing loss to go to the hospital."
- INTERNATIONAL SYMBOL PLACARD** To be placed on the wall over the bed and filled in with your special needs. For example, use assistive device; write to me; I lip read; I use Sign Language. Needs can be addressed for Deaf or HoH patient.
- SERTOMA<sup>®</sup> PICTURE PLACARD** This is a placard with different pictures showing some common needs of hospitalized patients who may have communication problems. The patient only needs to point to the picture telling what it is that he/she may need.
- SMALL HEARING LOSS SYMBOL STICKERS** To be placed on charts; patient wrist bands; the intercom button at the nurse's station as a reminder that you cannot understand or hear when they speak to you over the intercom.
- "FACE ME" BUTTON** Pin on gown or pillow.
- COMMUNICATION TIPS CARDS** Give to physicians/staff/others.
- HEARING LOSS ID CARDS** Communication tips and further information to give to others.
- SMALL TUB CONTAINER** For hearing aid/CI processor storage, desiccant, and information on the care of the aid and identification of the owner.
- PAD & PEN** If needed for writing messages

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**Each Hospital Kit sells for \$5 per kit which includes shipping/handling**

Name: \_\_\_\_\_ Kits ordered: \_\_\_\_\_ Amount enclosed: \$ \_\_\_\_\_

Address: \_\_\_\_\_

City & State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Make check or money order payable to **HAAA Colorado Springs Chapter**  
and mail to **PO Box 25954, Colorado Springs, CO 80936**

For more information, contact:  
[HLAAColoradoSprings@Outlook.com](mailto:HLAAColoradoSprings@Outlook.com)

# Be Prepared for You and Your Hearing Loss...Brochure

## Side 1

Your Rights as a HARD-of-HEARING Patient\* are the SAME as any other patient

### They Include:

- Full participation in your health care
- Conscientious effort by staff members in communicating your medical needs to you
- Courteous treatment from staff members
- A reasonable response to your requests for help and services
- Flexibility of staff members in using alternative communication procedures on your behalf
- Reasonable accommodation of your hearing loss, with availability of assistive devices, when necessary
- Clarification of all bills and medical documents before you sign
- Help in obtaining information on financial aid
- Help in finding alternative ways of receiving follow-up care if you cannot use the phone
- Contacting the hospital patient advocate, patient relations or care coordinator for problem solving
- Obtaining more than one opinion about your medical treatment

\*By federal law (Americans with Disabilities Act, ADA of 1990, and Rehabilitation Act of 1973), Hospitals are required to be accessible to people with hearing loss.

Suggestions to REDUCE COMMUNICATION DIFFICULTIES in EMERGENCY Situations

- Wear a medic alert bracelet / necklace to let people know you have hearing loss
- Keep your hearing aids on as long as possible
- Keep a hearing loss I.D. card with your personal identification papers  
On this card have:
  - Communication tips
  - International symbol
  - Your specific needs: personal amplifying device, and/or sign language interpreter, other ...
- Inform your family / friends of your specific needs so if they accompany you they will be able to inform staff about your hearing loss and how it affects your communication
- Visit your local hospital while you are well and find out what procedures they have for communicating with people who are hard of hearing. If none, EDUCATE THEM!

HEARING LOSS ASSOCIATION OF AMERICA,  
COLORADO SPRINGS CHAPTER  
HLAA-CS

## Be Prepared!

So YOU and YOUR HEARING LOSS are going to the HOSPITAL!

Know Your Rights and Your Responsibilities



## Side 2

### For Better COMMUNICATION

PLANNING and PREPARING for your HOSPITAL STAY

#### Items to ask for:

- Telephone with a visible alert, and an amplified or typing telephone (TTY)
- Caption decoder for TV
- Hearing loss identification symbol for patient room door, nurse's intercom and above the bed
- Captioned educational videos
- Personal amplifying device

#### Items to take:

- A supply of HLAA Communication Tip cards to pass out
- Extra hearing aid batteries
- Possibly your personal communication equipment—well marked with your name
- A storage container for your hearing aid(s)—well marked
- Pen and paper

Hearing Loss Association of America  
Colorado Springs Chapter

### Your RESPONSIBILITIES

TIPS and QUESTIONS to ask **before** your HOSPITALIZATION

- Promise you won't BLUFF. Ask in writing anything not clearly understood
- At your pre-admission hospital visit, discuss your hearing loss and other special needs
- Discuss your preferred means of communication
- Inform hospital personnel of stickers that can be used to alert your caregivers to your hearing loss
- Suggest a prominent note be put on your records that spoken communication be brief, clear and to the point
- Inform personnel that you may not understand intercom or staff who speak through surgical masks
- Ask to have instruction before staff put on masks
- Inquire about medications that may affect your hearing
- Inquire about facility policy regarding removal of hearing aids during surgery. If removed, suggest they be put in a container attached to your medical records
- Be aware that some medical equipment may affect your hearing aids and/or equipment

### As a HARD-of-HEARING Patient

STEPS to USE in the WAITING ROOM

- Tell the receptionist your name
- Explain that you are hard of hearing and what that means to you and your health care provider
- Explain that you may or may not hear your name when called
- Ask staff to approach you when requiring your attention
- Ask to have "Hard of Hearing" shown prominently on all your medical records
- Express your appreciation for the attention you have received

*Hearing Loss Association of America is a volunteer international organization of people who cannot hear well.*

*Its mission is to be the catalyst that makes mainstream society more accessible to people who are hard of hearing through education, advocacy and self help.*

Contact Us:  
HLAA Colorado Springs  
PO Box 25954  
Colorado Springs, CO 80936  
HLAAColoradoSprings@outlook.com  
www.hlaa-cs.org



# International Symbol Placard - DEAF

I am **DEAF!**



*please:*

Get my attention

Face me

Write or sign to me

*thank you!*

# International Symbol Placard – HARD of HEARING

I am Hard of Hearing!



*please:*

Get my attention

Face me

Speak a little slower

*thank you!*

# SERTOMA

## Medical Picture Placard

Hearing Loss  
Association  
of America  
Colorado Springs Chapter

DONATED BY HEARING LOSS ASSOCIATION OF AMERICA – COLORADO SPRINGS CHAPTER – [HAAColoradoSprings@outlook.com](mailto:HAAColoradoSprings@outlook.com)

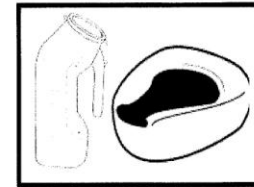
Hearing Loss  
Association  
of America  
Colorado Springs Chapter



Nurse



Doctor



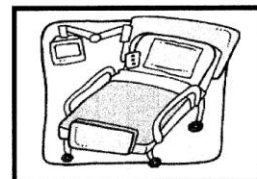
Urinal

Bedpan



Coffee

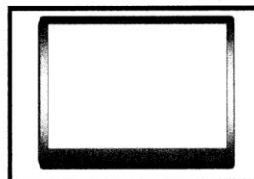
Water



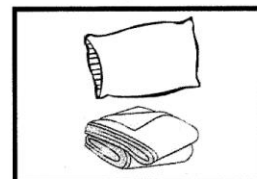
Bed



Wheelchair

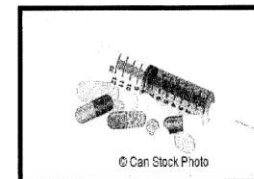


T.V.



Pillow

Blanket



Medicine

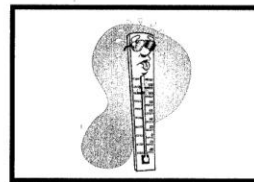
© Can Stock Photo



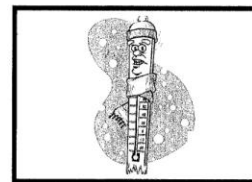
# SERTOMA

## I AM – I NEED Placard

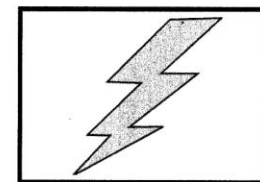
I AM



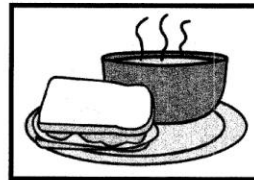
HOT



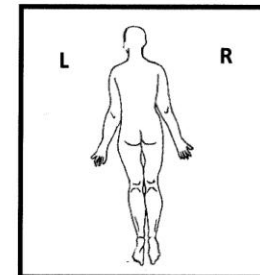
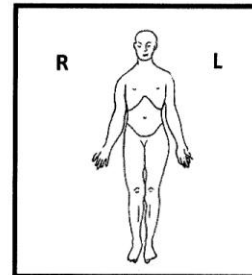
COLD



IN PAIN

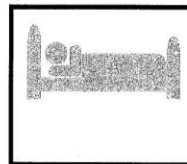
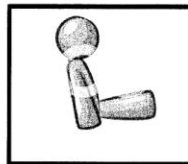


HUNGRY



PAIN HERE

I WOULD LIKE TO





# Hearing Aid Labels

THIS HEARING DEVICE BELONGS TO:

NAME \_\_\_\_\_

ROOM # \_\_\_\_\_

THIS HEARING DEVICE BELONGS TO:

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# Other Resources



The screenshot shows a web browser window displaying the website <http://hearinglosshelp.com>. The page features a blue header with the logo for the Center for Hearing Loss Help and navigation links for Home, About Us, and Contact. A search bar is located in the top right corner. The main content area is titled "Hospital Communication Kits—Boon for Hard of Hearing Patients" and includes a question and answer section. The question asks for advice on making a hospital stay more communication-friendly, and the answer provides tips for hard of hearing patients. The right sidebar contains sections for "Hearing Loss Research & Resources", "Free Visor Cards", "Loop Systems", and "Hearing Phantom Sounds?".

Log In ASUSTek COMPUTER INC Hearing Loss Association

HOME ABOUT US CONTACT

CENTER FOR HEARING LOSS HELP

REFERENCE MUSEUM BLOG SHOP

Search this website... SEARCH

HOME → COPING STRATEGIES → HOSPITAL COMMUNICATION KITS—BOON FOR HARD OF HEARING PATIENTS

## Hospital Communication Kits—Boon for Hard of Hearing Patients

**Question:** I am going to the hospital shortly and I am worried that I won't be able to hear, or will misunderstand, the instructions and questions of the doctors and nurses since I have quite a bad hearing loss. What can I do to make my stay in the hospital more communication friendly?

**Answer:** If you are like many hard of hearing people, going to the hospital is scary. Not only are you anxious about your health problems, but you are worried that you won't hear critically important information as doctors and nurses bustle in and out of your room mumbling instructions as they fill in your chart and hurry away.

You are apprehensive about a number of other problem hearing situations too. Here are a few of them. You worry about not hearing your name being called in the waiting room. You strain to hear conversations with nurses and clerks through glass partitions and wonder if you got it right. The nurse's response over the intercom when you press your call button is just so much gibberish. You totally miss instructions whispered to you in the dark by the night-shift nurse. Try as you might, you cannot understand comments and instructions uttered by masked doctors and nurses. No wonder you feel scared, cut off and alone at times.

### Here's the Solution

The good news is that it does not have to be this way. The secret is to be prepared ahead of time for your stay in the hospital. If you are hard of hearing and going into the hospital for treatment, you can make things much easier for yourself if everyone you come in contact with knows two things: 1) that you are hard of hearing, and 2) how best to communicate with you.

### Hearing Loss Research & Resources

Select Category

### Free Visor Cards

Download your free Visor Cards for hard of hearing or deaf people here.

### Loop Systems

Loop your home or meeting room. Discover how you can hear wonderfully clear sound again when listening to the TV/radio, etc. or when listening to a speaker at a meeting. Loop systems are one of the best-kept secrets in town. To learn more about Loop Systems and what they can do for you, click here.

### Hearing Phantom Sounds?

When hard of hearing people begin hearing phantom voices or music, they immediately worry they are going crazy. It never crosses their minds that they are sane and are just

Phantom Voices: Ethereal Music & Sounds

<http://hearinglosshelp.com/blog/hospital-communication-kits-boon-for-hard-of-hearing-patients/>





U.S. Department of Justice  
Civil Rights Division  
Disability Rights Section



## Americans with Disabilities Act

### **ADA Business BRIEF:**

#### **Communicating with People Who Are Deaf or Hard of Hearing in Hospital Settings**

People who are deaf or hard of hearing use a variety of ways to communicate. Some rely on sign language interpreters or assistive listening devices; some rely primarily on written messages. Many can speak even though they cannot hear. The method of communication and the services or aids the hospital must provide will vary depending upon the abilities of the person who is deaf or hard of hearing and on the complexity and nature of the communications that are required. **Effective communication is particularly critical in health care settings where miscommunication may lead to misdiagnosis and improper or delayed medical treatment.**

Under the Americans with Disabilities Act (ADA), hospitals must provide effective means of communication for patients, family members, and hospital visitors who are deaf or hard of hearing.

The ADA applies to *all* hospital programs and services, such as emergency room care, inpatient and outpatient services, surgery, clinics, educational classes, and cafeteria and gift shop services. Wherever patients, their family members, companions, or members of the public are interacting with hospital staff, the hospital is obligated to provide effective communication.

Exchanging written notes or pointing to items for purchase will likely be effective communication for brief and relatively simple

face-to-face conversations, such as a visitor's inquiry about a patient's room number or a purchase in the gift shop or cafeteria.

Written forms or information sheets may provide effective communication in situations where there is little call for interactive communication, such as providing billing and insurance information or filling out admission forms and medical history inquiries.

For more complicated and interactive communications, such as a patient's discussion of symptoms with medical personnel, a physician's presentation of diagnosis and treatment options to patients or family members, or a group therapy session, it may be necessary to provide a qualified sign language interpreter or other interpreter.

#### **Sign language interpreters**

Sign language is used by many people who are deaf or hard of hearing. It is a visually interactive language that uses a combination of hand motions, body gestures, and facial expressions. There are several different types of sign language, including American Sign Language (ASL) and Signed English.

#### **Oral interpreters**

Not all people who are deaf or hard of hearing are trained in sign language. Some individuals with hearing disabilities are trained in speech reading (lip reading) and can understand spoken words fairly well with assistance from an oral interpreter. Oral interpreters are specially trained to articulate speech silently and clearly, sometimes rephrasing words or phrases to give higher visibility on the lips. Natural body language and gestures are also used.

#### **Cued speech interpreters**

A cued speech interpreter functions in the same manner as an oral interpreter except that he or she also uses a hand code, or cue, to represent each speech sound.

#### **Computer Assisted Real-time Transcription (CART)**

Many people who are deaf or hard of hearing are not trained in either sign language or speech reading. CART is a service in which an operator types what is said into a computer that displays the typed words on a screen.





**Let's Review!**

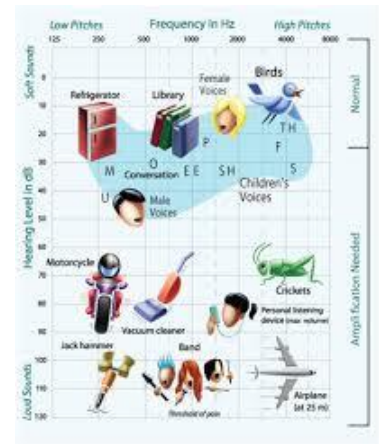
# Your Rights

- Full participation in your health care
- Equal access to quality outcomes
- Conscientious effort by staff to assist you
- Effective communication, as you define it
- Auxiliary aids and services to assist you
- No extra charges to you



# Your Responsibilities

- Understand your hearing loss and how it affects your ability to understand and to be understood
- Know which accommodations help you
- Advise of your communication needs before admission
- Get information put in your chart in writing



# Questions? Comments? Concerns?

