

My Patient is Hard of Hearing

- Get the person's attention first
- Avoid noisy backgrounds
- Offer respect to help build confidence.
- Don't ask, "Can you can read lips?"
- Use body language and facial expressions
- Don't rely on lip reading
- Use pen and paper to start
- Don't assume that you are having clear communication
- Offer an interpreter
- Call for interpreter
- While interpreter is present, discuss with patient a plan for communication after interpreter leaves
- Make outside communication accessible by TTY or Captel
- Clearly mark patient's chart to notify other staff

Communication Access

- ◆ Qualified Interpreters/CART reporter
- ◆ Laptop
- ◆ Written Materials (white board, pen/paper)
- ◆ Assistive Listening Devices (Pocket-Talker, Personal FM System, Phone Devices { TTY, CapTel, etc.})
- ◆ Voice Recognition (iPad)
- ◆ Baby Cry Alert or Door knocker
- ◆ Closed captioned decoders
- ◆ Videophones
- ◆ Videotext displays

Give your patient options as they will know what works best for them.

For an interpreter or CART reporter during regular business hours call Northeast Deaf & Hard of Hearing Services

603-224-1850 x250

referral@ndhhs.org /www.ndhhs.org

My Patient is Deaf

- Do not be repulsed by body language and facial expressions
- Offer respect to help build confidence.
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My Patient is Hard of Hearing

- Get the person's attention first
- Avoid noisy backgrounds
- Offer respect to help build confidence.
- Stay positive and relaxed
- Make eye contact when talking
- Don't hide your mouth
- Speak clearly, at moderate pace
- Offer accommodations or equipment ie CART reporter to facilitate communication, let the patient decide.
- Rephrase, not repeat, if you are not understood
- Use facial expressions, gestures
- Give clues when changing the subject
- Be patient if response seems slow
- Talk to the hard of hearing person, not about him/her
- Clearly mark chart to notify other staff