

## WHAT YOU CAN DO ...

### PLANNING and PREPARING for your HOSPITAL STAY

#### Items to ask for:

- Amplified telephone with a visible alert, or text telephone (TTY)
- Captioned TV
- Hearing loss identification symbol for patient room door and / or for above the bed
- Captioned educational videos
- Personal amplifying device to help you hear (ie: pocket talker)

#### HLA-LC hospital kit for HOH Patients includes a re-sealable bag containing:

- This brochure
- "Face me" Badge - to clip on your pillow or gown
- *Yellow* International Symbol sheet
- International hearing stickers
- *Green* hearing aid / cochlear implant information card
- *Pink* - communication tips sign
- *Pink* - communication tips cards to hand out
- Pencil and note pad
- A plastic bag with and pin to contain hearing aids when not being worn
- Contents and instruction sheet

### TIPS and QUESTIONS to Ask *Before* your HOSPITALIZATION

- Promise you won't **bluff**. Repeat back / ask to have written down anything not clearly understood
- At your pre-admission hospital visit **discuss your hearing loss** and your preferred means of communication (written, oral, sign) along with any other special needs
- Inform personnel that you can not understand intercom messages or staff speaking through surgical masks
- Inform hospital staff of stickers to alert your care givers to your hearing loss
- Ask to have instructions *before* staff put on masks
- Inform your doctor, surgeon and your anesthesiologist of your hearing loss
- Suggest a prominent note be put on your records that spoken communication be brief, clear and to the point
- Inquire about medications that may affect your hearing
- Ask to keep your hearing aids during surgery or other procedures if possible. If removed, **ask** that they be put in a plastic bag attached to your medical records
- Be aware that some medical equipment may affect your hearing aids and / or equipment

### STEPS TO USE In the WAITING ROOM

- Explain that you are hard of hearing and you may not hear your name when called.
- Ask staff to approach you when requiring your attention and to face you when speaking to you.
- Ask to have "Hearing Loss" shown prominently on all your medical records.
- Express your appreciation for the cooperation you receive.

#### Other Items to take:

- A small flash light
- Extra hearing aid batteries
- Possibly your personal communication equipment; PockeTalker, FM system - well marked with your name
- A sturdier storage container for your hearing aid/s - labeled with your name

**If a kit is not available through the hospital, use the list in this brochure to make your own or contact your local HLA chapter for information.**

## 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 - 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

- 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



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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!