

# Spotlight on ..... DOCTORS & DENTISTS

Clip out these two articles and give them to your doctor and dentist

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

1. Ask for a communication symbol to place on the patient's file or write on the file that the patient is hard of hearing. It needs to be seen by you, the receptionist, and your assistant.
2. The patient might not hear his name called. Walk over to him with information.
3. You can assist the patient (and yourself) by:
  - Speaking slowing and clearly.
  - Removing your mask if possible when you speak.
  - Words are muffled under the mask and the patient may need to "see" your lips in order to "hear" you.
  - Speaking a little more loudly
  - Writing explanations or showing x-rays to inform the patient
  - If removing your mask is difficult, have your assistant ask questions or repeat your statements.
4. Be sure the patient understands what you have asked and why you have asked it.
5. Allow the patient to explain symptoms thoroughly before asking questions.
6. Provide the patient with brochures or written information concerning your diagnosis.

*International Symbol  
Of Access  
For Hearing Loss*



**Instructions for home care or medication are very important.  
Be sure they are understood and/or written down.**

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

1. Ask for a communication symbol to place on the patient's file or write on the file that the patient is hard of hearing. It needs to be seen by you, the receptionist, the hygienist and your assistant.
2. The patient might not hear his name called. Walk over to him with information.
3. You can assist the patient (and yourself) by:
  - Speaking slowing and clearly.
  - Removing your mask if possible when you speak. Words are muffled under the mask and the patient may need to "see" your lips in order to "hear" you.
  - Speaking a little more loudly.
  - Writing explanations or showing x-rays to inform the patient
  - If removing your mask is difficult, have your assistant ask questions or repeat your statements.
  - Setting up a system of signals such as:
    - Tapping the shoulder- OPEN
    - Tapping the shoulder again-CLOSE

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The drill is noisy! You cannot be heard over it or running water.

**Instructions for home care or medication are very important.  
Be sure they are understood and/or written down.**