

## 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.

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## 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!