
For Better COMMUNICATION

PLANNING and PREPARING for your HOSPITAL STAY

Items to ask for:

- Amplified, captioned telephone or another relay-capable phone
- Captions on the television, operable with remote
- Display hearing loss information sheets on patient room door and/or above the bed (included in kit)
- Captioned education videos
- Personal amplifying device (pocket-talker)

Items to Bring:

- Your personal communication equipment – well marked with your name
- Extra hearing aid batteries or CI battery charger
- Dehumidifier or other easily identifiable storage case
- "Please Face Me..." sign (included in kit)
- A supply of communication tip cards
 - to pass out (included in kit)
- Pen and paper or whiteboard

Your RESPONSIBILITIES

- Promise you won't **bluff**. Ask in writing anything not clearly understood
- Discuss your hearing loss at your pre-admission hospital visit
- Discuss your preferred means of communication
- Inform your doctor, surgeon and your anesthesiologist of your hearing loss
- Inform hospital personnel of the items you have brought
- Ask to have instructions *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 plastic bag (or white zippered pouch provided in your hospital kit) attached to your medical records or pinned to your gown, include a safety pin with bags.
- Be aware that some medical equipment may affect your hearing aids and/or equipment
- Teach nurses how to wake you when you're not wearing hearing aids or cochlear implant

As a Hard of Hearing Patient

STEPS to USE in the WAITING ROOM

- Tell the receptionist your name and explain that you are hard of hearing and you may or may not hear your name when called
- Request visual or vibrating notification
- Ask staff to approach you when requiring your attention
- 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.

