

Spotlight onDOCTORS & DENTISTS

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

FOR THE DOCTOR

I have hearing loss and am concerned about the possibility of miscommunication and adverse events.

1. Add alerts or “sticky notes” to the electronic medical record (EMR) to inform providers and staff about my hearing loss.
2. I may not hear my name called. Please provide visual signals or walk to me directly to ensure you have my attention.
3. Communication tips:
 - a. Speak slowly and clearly.
 - b. Speaking a little louder may help, but **Do Not Shout!**
 - c. Write explanations or show me results and images in the EMR.
 - d. Remove your mask if possible when you speak. Words are muffled under the mask and I may need to "see" your lips in order to "hear" you.
 - e. If removing your mask is difficult, have a member of your staff ask me questions or repeat your statements to me.
4. Be sure I understand what you have asked and why you have asked it.
5. Allow me to explain symptoms thoroughly before asking questions
6. Provide me with brochures or printed information concerning my diagnosis.

Instructions for home care and medications are very important. Be sure I understand and have written instructions.

FOR THE DENTIST

I have hearing loss and am concerned about the possibility of miscommunication and adverse events.

1. Add alerts or “sticky notes” to the electronic medical record (EMR) to inform providers and staff about my hearing loss.
2. I may not hear my name called. Please provide visual signals or walk to me directly to ensure you have my attention.
3. Communication tips:
 - a. Speak slowly and clearly.
 - b. Speaking a little louder may help, but **Do Not Shout!**
 - c. Write explanations or show me results and images in the EMR.
 - d. Remove your mask if possible when you speak. Words are muffled under the mask and I may need to "see" your lips in order to "hear" you.
 - e. If removing your mask is difficult, have a member of your staff ask me questions or repeat your statements to me.
 - f. A set of hand signals for communication may be helpful such as tapping shoulder once to open, twice to shut
4. The drill is noisy! You cannot be heard over it or running water.
5. Provide me with brochures or printed information concerning my diagnosis.

Instructions for home care and medications are very important. Be sure I understand and have written instructions.