

How Staff can help too

Get my attention before speaking

So I'm ready to listen to your message.

Include me in your conversation

A hearing loss can be very isolating.

Reduce background noise

Noise makes hearing speech hard, even with a hearing aid.

Don't turn away or cover your mouth while talking

It makes your voice softer and I can't see your lips.

Don't speak too quickly

The words become a jumble.

Don't shout

It distorts your voice and makes it harder for me to lip read.

Come to the point

Too many words are confusing.

Use gestures

Point to objects you are talking about.

Make sure you are understood

Ask me a question (just to check) or find a different way of saying the same thing.

Other things that may help

Assistive listening devices available at Redland Hospital

- Simple to use, headphone style pocket talker, with batteries. Please ask staff for assistance.
- Boogie board writer for written communication. Please ask staff for assistance.

Remote video Auslan Interpreter

Access to the telehealth video interpreter service via a mobile iPad. Please ask staff for assistance.

Mobile phone apps

Download and use the AVA mobile phone app. This app acts as a portable translator.

TV Captioning

Ask hospital staff if captioning is available on your bedside TV.

Patients who are deaf or hard of hearing



I have a hearing loss

Please

- » Face me
- » Speak clearly - don't shout
- » Check that I understand

We care about you

If you have a cochlear implant

Your cochlear implant may be unfamiliar to hospital staff.

Let your ward staff know that:

- Your implant should not get wet
- It uses batteries, like a hearing aid
- If you are booked for an MRI, you will need to tell the radiology staff (because of the magnets).



External parts of a cochlear implant

1. Microphone / Speech processor.
2. Transmitting coil (held in place using one of two magnets (the other is under the skin)).

If you are having trouble with hearing aids

Whistling?

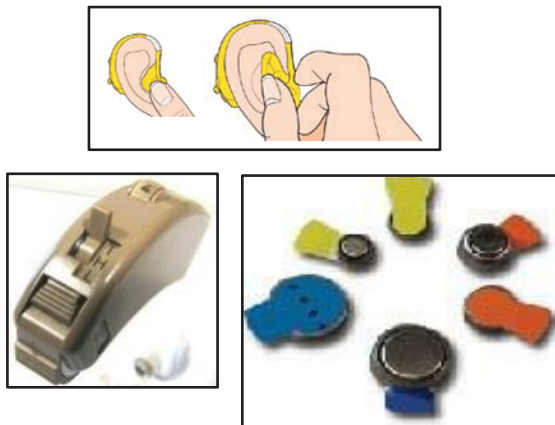
- Is your mould in your ear properly?
- Is there a split in the tubing?
- Do you have too much wax in your ear?

Too soft?

- Is the volume set too low?
- Is wax or moisture blocking the tubing?

Not working at all?

- Is the aid set on T'?
- Is the battery flat? (Batteries need changing at least once a week)



If you are Deaf

1. Do you use Auslan ?
Ask the staff to arrange an Auslan / sign language interpreter.
2. When a sign language interpreter is not available, let staff know how you would like to communicate until an Auslan interpreter arrives:
 - a. Pen and paper, or boogie board
 - b. Lipreading
 - c. Drawings
3. Make sure the staff:
 - a. Get your attention with a gentle touch on the arm.
 - b. Use short and simple written and spoken messages.

