Useful information for

Patients who are Deaf or have a Hearing Loss
and hospital staff

Communication Tips for Staff:
When communicating with Deaf patients:
• Get patient’s attention - a wave or a touch on the arm
• Maintain eye contact when speaking
• Use gestures, diagrams and writing
• Short & simple messages
• Arrange an Auslan & interpreter where possible

HEARING AIDS – the basics
• O = off  M = on  T = loop system use only
• Volume: may be preset or have remote control
• Change batteries: at least every week
• Will improve hearing when worn, but staff still need to use communication tips.
• Do not wear when showering

Communication Tips for Staff:
When speaking to patients with hearing loss:
• Minimise background noise (where possible)
• Gain the patient’s attention and face them
• Speak clearly – don’t shout – and repeat / rephrase
• Use / adjust hearing aids
• Short & simple messages
• Check important points are understood

WHEN HEARING AIDS DON’T WORK:
• Check the aid:
  ✦ is in the ear correctly
  ✦ is switched on and turned up
  ✦ has a remote control
  ✦ is not blocked with wax
• Check the battery: turn aid on and listen for a whistle (feedback). If it whistles, battery is OK.

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WHEN A HEARING AID IS NOT AVAILABLE...

- **Assistive Listening Devices (ALD's):**
  - can be loaned to patients during their hospital stay, free of charge
  - ALD's must be returned to the Audiology Dept when the patient is discharged home.

Special equipment that may help

- Captioning on TVs
- **Volume control bedside phones** on request
- **Public TTYs** in foyer
- **Bedside TTY** on request (contact switchboard)
- **Auslan Ward Words** pages in Multicultural Resource Folder and in Hospital Communication Kit

How do staff book an Auslan interpreter?

- Auslan interpreters can be requested via the ISIS Intranet booking service.
- A particular interpreter can be requested by name, but cannot be guaranteed.

Auslan Ward Words

- **Pain**
- **Medicine**
- **Interpreter**

**COCHLEAR IMPLANTS – management**

Uses batteries – change at least weekly

Remove external parts (1 & 2) before:
- showering/washing hair.
- having an X-ray or CT scan.

If an MRI is needed, ask the radiologist how the magnets that link the external & internal parts of your implant will affect the test.