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## Useful information for

# Patients who are Deaf or have a Hearing Loss

and hospital staff

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### 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**



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### 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



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### 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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### 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



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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.

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## 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



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## How do staff book an Auslan interpreter?



- Auslan interpreters can be requested via the ISIS Intranet booking service.  
[http://qheps.health.qld.gov.au/multicultural/interpreting/ISIS\\_home.htm](http://qheps.health.qld.gov.au/multicultural/interpreting/ISIS_home.htm)
- A particular interpreter can be requested by name, but cannot be guaranteed.

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# Auslan Ward Words



**Pain**



**Medicine**



**Interpreter**

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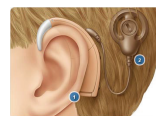


## COCHLEAR IMPLANTS – management

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.

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