

Useful information for

Patients who are Deaf or Hard of Hearing

...and hospital staff



Audiology Department



Queensland Government

Other things that may help...

Assistive Listening Devices

- Simple to use, headphone style listener, with batteries, available from the Audiology Department
- Can be used for part or all of your stay in hospital but must be returned to Audiology when you go home.



Bedside Phones and TTYs

- Large button / amplified phones and TTYs can be requested for you by ward staff.



TV Captioning

- Ask hospital staff if captioning is available on your bed side TV
- Captions are available on all local TV stations on the PA Entertainment Network.



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

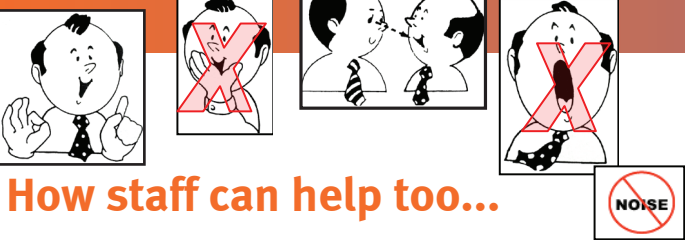
...too many words are confusing.

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.



If you have a cochlear implant...

Your cochlear implant may be unfamiliar to hospital staff.

Let your ward staff known 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)
- If there is a problem, contact the hospital Audiologist or your implant provider



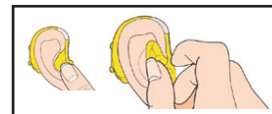
External Parts of a Cochlear implant :

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 have the problem, you can contact the hospital Audiologist or your hearing aid provider



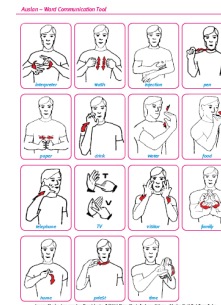
If you are Deaf...



- 1) Do you use Auslan ?
Ask the staff to arrange an Auslan/sign language interpreter **whenever you need it.**

- 2) When a sign language interpreter is not available, let staff know **how you would like to communicate until an Auslan interpreter arrives:**

- notes written in English
- lipreading
- gestures
- drawings



- 3) Make sure the staff know to
 - **Get your attention** with a gentle touch on the arm.
 - Have the **Auslan signing card** and the **pad/pen** from your communication kit handy
 - Use **short and simple** written and spoken messages

Ask hospital staff if...

- Your bedside TV has Captioning
- You can have a bedside TTY or a volume control phone