

Directions for Creating One Hospital Packet

Materials Needed:

- 6 sheets regular white paper (8.5" x 11")
- 1 sheet blue paper (8.5" x 11")
- 2 sheets white card stock (8.5" x 11")
- 1 snack baggie
- 1 gallon baggie
- 1 pen
- 1 pad of paper
- 1 address label ("This hearing aid/cochlear implant belongs to: Name: Room#:")
- Scissors
- Tape

Print on white paper: Hearing Device Troubleshooting, 3 HLAA documents, and Directions, Content, Snack Baggie Info

Print on blue paper: Hard of Hearing Brochure

Print of card stock: Communication Tips & HL Signs

Tape Hospital Kit for Patients with HL on inside of gallon baggie. Put "Hearing aids are quite frequently" paragraphs inside snack baggie and address label on outside of snack baggie. Cut out Communication Tips & HL Signs. Place all materials inside gallon baggie.

Thank you and best of luck! -Sharon Hirstein, sharon@elkhartaudiology.com, 574-262-3277

HOSPITAL KIT FOR PATIENTS WITH HEARING LOSS

1. **Communication Action Plan:** Be prepared so you and your hearing loss are going to the hospital. Give to hospital staff.
2. **International Symbol Placard** (blue sheet): To be placed on the wall over your bed. Fill in the blank line with your special needs. For example, I read lips, or I write.
3. **International Hearing Loss Symbol:** (1) 2x2 to place on your chart, (1) 4x4 to place on your door.
4. **Communication Tip Cards:** (6) to give to your physician, nurse or other staff
5. **Small Plastic Bag:** See note inside for special hearing aid storage.
6. **Note Pad and Pen**

Hearing aids are quite frequently lost in hospitals. Quite often they are wrapped in a tissue (by the patient, family or staff) and are thrown into the trash.

For bedside storage, a denture or similar container, is a safer option because it reduces damage if dropped. Label the container with your name and room number.

If moisture is a problem, bring a container with desiccant.

This bag may be used if you must remove your aids prior to surgery or X-rays, etc. It should be securely attached to an easily accessible place (e.g. chart, gown, etc.)

Communication Action Plan

Please alert all staff and include in Medical Record				
NAME OF PATIENT:	DATE OF BIRTH:	MRN: (Office Use)		
Which Describes You?				
<input type="checkbox"/> Hard of Hearing <input type="checkbox"/> Deaf <input type="checkbox"/> Deaf-Blind <input type="checkbox"/> Low Vision				
Which Device(s) Do You Use?				
Hearing Aid(s) <input type="checkbox"/> Right <input type="checkbox"/> Left				
Cochlear Implant(s) <input type="checkbox"/> Right <input type="checkbox"/> Left				
Other Implant(s): _____				
What Do You Need Hospital/Office to Provide?				
<input type="checkbox"/> Pocket Talker				
<input type="checkbox"/> Captioned Phone (Hospital only)				
<input type="checkbox"/> TTY (Hospital Only)				
<input type="checkbox"/> Video Phone				
<input type="checkbox"/> Other Alerts or Assistive Device(s): _____				
What Services Do You Need?				
<input type="checkbox"/> Communication in writing				
<input type="checkbox"/> Communication Access Realtime Translation (CART)				
<input type="checkbox"/> Sign Language Interpreter				
<input type="checkbox"/> Tactile Interpreter				
<input type="checkbox"/> Video Remote Interpreter (VRI)				
<input type="checkbox"/> Other: _____				
Waiting Room Practice				
When it is time for me to be seen by my health care provider:	<input type="checkbox"/> Provide a vibrating pager, if available			
	<input type="checkbox"/> Come speak to me face-to-face			
	<input type="checkbox"/> Write me a note and hand it to me			
For scheduling/follow up communication, please contact me by:				
<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Home Phone	<input type="checkbox"/> Work Phone	<input type="checkbox"/> Video Phone	<input type="checkbox"/> Relay
<input type="checkbox"/> Patient Portal	<input type="checkbox"/> Email	<input type="checkbox"/> Text	<input type="checkbox"/> U.S. Mail	
Notes:				

TIPS FOR COMMUNICATING WITH
PEOPLE WHO HAVE HEARING LOSS

- Get the person's attention
- Face the person
- Speak at a moderate pace
- Ask how to communicate
- Don't shout
- Avoid light/sun glare
- Avoid noisy background
- Rephrase if misunderstood
- Nothing in your mouth
- Write, gesture or point

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I AM HARD OF HEARING



PLEASE:



GET MY ATTENTION



FACE ME



SPEAK A LITTLE SLOWER





Hearing Aid Trouble-Shooting

Hearing devices accidentally exposed to water:

Do: Most hearing devices are water resistant. If your devices are exposed to water, first dry off the outside of them completely. Then throw away the battery and open the battery door to let your devices air out of the ears for several hours. If it is a rechargeable style hearing aid, dry the outside off and place it in your charger and let it go thru a charging cycle.

Don't: If your hearing devices have been exposed to water, do not place them in the microwave or use other sources of heat for drying (eg. hair dryer, etc.).

Hearing devices not turning on (dead):

Do: First, change your battery or be sure you have a full charge. Second, check to see if your ear piece is clogged with wax or debris. Clean the ear piece according to the instruction manual. Some hearing device styles utilize a wax filter that may also need to be changed. In addition to cleaning your ear piece, brush the rest of your hearing device to remove dust and debris that may be clogging your microphones.

Battery door will not close:

Do: If your battery door is not closing, ensure the battery is facing the correct direction (the smooth, positive side should face up) and you are using the correct battery size.

Don't: If the battery door is not closing, do not try to force it closed.

Cleaning:

Do: Wipe down the devices with a soft cleaning cloth, wet-wipe or tissue. Wet wipes need to be BLEACH-FREE. Change the wax filters as needed (every 3-6 months).

For further assistance or how-to videos, contact Elkhart Audiology Rehab at 574.262.3277 or on line at www.elkhartaudiology.com

Communication in the Emergency Department

Patients

Emergency Department (ED) visits can be scary. The ED can also be noisy and busy, making communication even more difficult than usual. It is very important that you and your nurses and doctors understand each other.

A **Communication Access Plan (CAP)** will help you get the services you need so you can understand what is being said.

By law, the hospital must give services to you, your family, and your caregivers to help with communication so you can understand your treatment options, make good decisions, and receive the best and safest care possible. You cannot be asked to pay for aids or services used during your Emergency Department visit.

Triage/Registration

- Tell staff you are hard of hearing or deaf.
- Ask staff to look directly at you when speaking.
- Ask for the aids and services you need so you will understand all information.
- Ask that your CAP be included in your Electronic Medical Record or paper chart.
- Ask for a copy of the questions that will be asked during registration.
- Remind staff you will not hear your name when it is called. Ask how they will let you know it is time for you to be seen:
 - Vibrating pager
 - Staff person will come to you
- Ask that a sticker with a symbol showing you are hard of hearing or deaf be placed on your wristband or ask if a second wristband can be used to show your hearing status.
- Ask questions and make sure you get them all answered.
- Repeat back information to make sure you have understood.
- Ask a family member, caregiver, or friend to help if you cannot manage communication even with aids and services.

Treatment Area/Bedside

- Ask to have a sign posted over your bed that shows you are hard of hearing or deaf.
- Ask to wear your hearing aid(s) or cochlear implant(s) while in the Emergency Department. If this is not possible, ask that device(s) be put into a container with your name on it or given to a family member or friend.
- Tell staff the best way to get your attention.
- Ask staff their name and role (nurse, doctor, etc.) or ask to see their ID badge.
- Ask for printed or clearly written information whenever possible.



Tests, Procedures, Surgery

- Ask your doctor if the anesthesia (medicine to put you to sleep or numb part of your body) or other medicines can make your hearing, balance, or tinnitus worse.
- Ask for a printed or written step-by-step explanation of what is going to be done.
- Ask all questions before staff put on their surgical masks.
- If you will be awake during a procedure, discuss with staff how they will communicate with you.

Examples:

- Dry erase board (whiteboard)
 - Turning lights on and off
 - Gently tapping you on the shoulder
- If you have a cochlear implant, ask your doctor if it is safe to have an MRI.
 - Before having an MRI, ask for earplugs, a headset, or both to protect your hearing.

Leaving the Emergency Department (Discharge and Follow-up)

- Be sure to get all information and instructions in writing before you leave the Emergency Department.

Communication in Inpatient Settings

Patients

If you are hard of hearing or deaf, your inpatient stay in a hospital or other facility can be especially stressful. Planning ahead by filling out a **Communication Access Plan (CAP)** can help you to get the aids and services you need. Hospitals or other health care facilities cannot ask you to pay for aids and services you use during your stay.

Hospitals and health care facilities must follow laws that protect your rights to receive all information in a way you can understand. Clear communication helps avoid misunderstandings, keeps you safe, and helps you make better decisions.

Pre-Admission: Planning Your Stay at a Hospital or Facility

- Contact the Patient Representative or Patient Advocate and ask which department or staff member is responsible for arranging the services you need. Give them a copy of your CAP.
- Ask what aids and services the hospital or facility will have for you.
- Have staff give you information in writing about what to expect during your stay.

A Planned Hospital Stay

- Bring your pre-admission paperwork along with your CAP.
- Bring your assistive listening devices (ALDs), batteries, and a container with your name on it.
- Bring stickers for your wristband with a symbol showing you are hard of hearing or deaf.
- Bring pen and paper.
- You may want to print information from the Provider section of this Guide to give to your doctors and staff.

Admission from the Emergency Department

- Make sure patient escort/transport know about your hearing status and how to communicate with you when you are being transported for tests, to your room, or to another facility.
- Make sure you have all your personal communication aids with you
 - (ALDs, batteries, hearing aids, etc.).

During Your Stay in the Hospital/Facility

- Give a copy of your CAP to the department or staff member who will make sure you get the communication aids and services you need. Ask to have the CAP added to your Electronic Medical Record or paper chart.



- Let staff know you expect to be included in all discussions and decisions about your medical care.
- If you are unable to get the help you need, ask to speak with a Patient Representative or Patient Advocate.
- Check to see that the following are in place:
 - Sign over bed stating you are hard of hearing or deaf, or written on the whiteboard in your room
 - Wristband with universal "hearing loss" sticker or ask for a second wristband showing your hearing status
 - Captioned phone
 - Visual alerts in case of an emergency; other devices for alerts as needed
 - Instructions on how to set up captions on the TV and patient education videos
- Let staff know you will not be able to hear over an intercom.
- Tell staff the best way to get your attention before they speak with you.

Some options are:

- Turn lights on and off
 - Stand a few feet away and wave their hand
 - Tap you gently on the shoulder
- Make sure ALDs, cochlear implants, hearing aids, and other belongings are kept safe.

Leaving the Hospital (Discharge)

- Get all information and discharge instructions in writing before you leave the facility.

Communication During Tests and Procedures

Patients

- Remind all staff that you are hard of hearing or deaf.
- Give staff a copy of your **Communication Access Plan (CAP)** and ask to have it added to your Electronic Medical Record or paper chart.
- Bring stickers with a symbol showing you are hard of hearing or deaf to put on your paper chart and wristband.
- Ask to wear your hearing aid(s) or cochlear implant(s) until tests or procedures begin. If this is not possible, ask staff to put the devices in a container with your name on it.
- Ask for a written explanation of what the doctor, nurse, or technician will be doing.
- Make sure you get answers to all your questions before staff put on their surgical masks.
- Ask your doctor if the anesthesia (medicine to put you to sleep or numb part of your body) can make your hearing, balance, or tinnitus worse.

Communicating in Radiology

X-ray / CT Scan / MRI

- If you have a cochlear implant(s), ask your doctor if you can have an MRI.
- Ask your doctor if there will be a staff person in the room to give you instructions during the test. If so, talk to staff about how they will communicate with you.

Some options are:

- Write on a dry erase board (whiteboard)
 - Turn lights on and off
 - Gently tap you on the shoulder
- Ask for earplugs and/or a headset to protect your ears during an MRI.
 - When your test or procedure is finished, ask staff how you will get your results using the CAP to discuss options.