
Your Rights as a Hard of Hearing or Deaf Patient

Include:

- Being consulted regarding the best accommodations for effective communication individualized for you.
- Full participation in your health care
- Informed consent regarding medical treatment
- Obtaining more than one opinion about your medical treatment
- Conscientious effort by staff members in communicating your medical needs to you
- Provision of reasonable accommodations including auxiliary aids and services such as assistive devices or interpreters
- Clarification of all bills and medical documents before you sign
- Help in obtaining information about financial aid
- Contact information for the hospital language access services, patient advocate, patient relations or ombudsman for problem solving

For more information on your rights, see Federal laws such as the American with Disabilities Act (ADA), the Rehabilitation Act of 1973, and the Affordable Care Act Section 1557

Suggestions to Reduce Communication Difficulties in Emergency Situations

- Consider wearing a medic alert bracelet or necklace indicating that you have hearing loss.
- Keep your hearing aids and/or processor on for as long as possible.
- Keep a hearing loss ID card with your personal identification cards and papers.

On this card have:

- ✓ Communication Tips
 - ✓ The International Symbol of Hearing Loss
 - ✓ Your Specific Communication Needs
- Inform family/friends of your specific needs so they can advocate on your behalf if you are unable to do so.
 - Remember you have a right to effective communication and medical professionals have the responsibility to provide it!



So You and Your Hearing Loss Are Going to the Hospital!

***Know your rights and
responsibilities***



Produced in partnership by the Hearing Loss Association of America Kentucky Chapters and the Kentucky Department for Behavioral Health, Developmental, & Intellectual Disabilities

Planning and Preparing for Your Hospital Stay

Items to Ask for:

- Amplified Phone, VideoPhone, or TTY
- Visual Alerting System for Phone
- Captioning on TV
- Personal Amplifying Device
- iPad
- Other: _____

Items to Take:

- Hospital Communication Kit
 - Extra Hearing Aid Batteries
 - Your Personal Communication Equipment - Well-Marked with Your Name and Contact Information
 - A Storage Container for your Hearing Aids or Implant Processor – Well-Marked with Your Name and Contact Information.
 - Small Dry Erase Board and/or Pen and Paper
 - Other: _____
-

Pre-Admission

- At your pre-admission hospital visit, discuss your hearing loss and other special needs.
 - Inform your doctor, surgeon, and anesthesiologist of your hearing loss and access needs. Be specific on what you need!
 - Inform hospital personnel of the items in your Hospital Communication Kit. Ask what procedures they use to alert caregivers of your hearing loss.
 - If you do not want your hearing status posted publicly, inform the hospital.
 - Consider asking that a prominent note be put in your medical record that spoken communication be brief, clear, and to the point.
 - Ask to receive instructions before staff put on surgical masks.
 - Inquire about medications that may affect your hearing.
 - Inquire about facility policy regarding removal of hearing aids or implant processors during procedures. If removed, suggest that they put the instruments in a plastic bag attached to your gown or physical medical chart.
-

In the Waiting Room

- Inform receptionist of your hearing loss when you check in.
- Explain that you may not hear your name called and ask to have someone come directly to you.
- Sit facing the door where the providers enter and exit.
- Consider asking to have records show prominently that you have a hearing loss and what access needs you have.
- Express your appreciation for the attention you have.

TIPS

- Visit your local hospital while you are well and find out what procedures it has for communicating for people with hearing loss. If none, educate them!
 - Find out the procedures for filing a formal complaint if effective communication is not provided.
 - Don't bluff. Ask for written instructions on anything that is not clearly heard or understood.
-