



## The Becky Crawford Memorial Hospital Communication Kit

Effective communication is essential to quality healthcare. Please use this kit to communicate with medical professionals prior to and during a hospital stay. Your kit contains the following items:

- A sample letter to send to medical professionals advocating for effective communication before an appointment or hospitalization. Asking for the right accommodations before you need them is best whenever possible.
- “So You and Your Hearing Loss are Going to the Hospital! Know Your Rights and Responsibilities” brochure. Preparing yourself prior to an emergency reduces stress and increases communication. Topics include “Planning and Preparing for Your Hospital Stay,” “Pre-Admission,” “In the Waiting Room,” “Your Rights as a Hard of Hearing or Deaf Patient” and “Suggestions to Reduce Communication Difficulties in Emergency Situations.”
- “Tips for Communicating” cards to share with others
- Labels for paper medical charts detailing your Communication Needs
- Stickers with the Icon for Hearing Loss for use on medical documents
- A plastic bag for storage of your hearing aid and/or cochlear implant
- A “Face Me” button to wear on your gown or clothing
- Resources from the Hearing Loss Association of America Kentucky chapters

How you use each of these items is up to you. Only you know how to best meet your needs in a medical situation.

If you do not receive quality services with effective communication, you have the right to file a complaint with your medical provider and we encourage you to do so.

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