

give participants the confidence to communicate politely and efficiently with deaf and hard of hearing people. Read our leaflet on DAT or contact us for further information.



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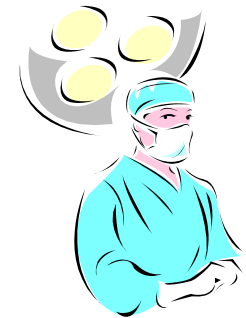
See our leaflet for our Resource Centres and Outreach Centres

*Check out our range of leaflets or visit our website at [www.nadi.ie](http://www.nadi.ie) for further information.*

Leaflet Ref: 01SG0704



National  
Association  
for Deaf People



Typical Problems  
Arising for Deaf and  
Hard of Hearing  
People In Hospital

## 1. Out-patient Clinics

Patient can't hear name being called.

### Solution:

- Have a ticket number system for the queue;
- Use Deaf/Hard of Hearing stickers in file (ensure correct terminology is used).



## 2. Medical History



Taking a medical history from a profoundly deaf person can be difficult, lengthy and sometimes inaccurate.

### Solution:

- Let deaf person fill in form (as far as is possible);
- Avoid using medical jargon and abbreviations;
- If necessary, double check information with a relative present (e.g. mother, father, husband, wife etc.);
- Arrange for an interpreter to be present.

## 3. Removal of Hearing Aid

At the pre-operation stage, a deaf person is often worried and needs to be kept informed, but this is often overlooked.

### Solution:



- Make every effort to tell the deaf patient all relevant hospital information as hospitals can be a lonely and frightening place.

## 5. Isolation & Ward Isolation

(a) **Children:** for a deaf child, hospital can be a lonely and frightening place.

### Solution:

- Do not separate the deaf child from his/her parent or guardian.

(b) **Adult:** Deaf adults can be left out of ward conversations and also may be provided with little information regarding their illness/recovery.



### Solution:

- Nurses can keep the person informed re: his/her own progress
- Try to ensure that some effort is made to befriend the deaf person
- If possible, allow some flexibility in visiting times

## 5. Communication Difficulty

Re. Clinic times, medication amounts, hospital procedure etc.

### Solution:

- If possible - write down details, dates, amounts etc., hospital procedures should be explained by leaflet if

possible;

- Use Sign Language Interpreter;
- Use Fingerspelling;
- Use correct terminology;
- Point out that you can get an interpreter if necessary.

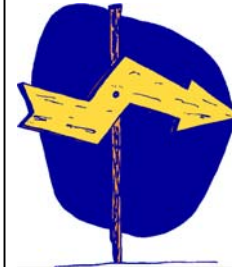


## 6. Signposting

Getting lost going from out-patients clinics to X-ray etc.

### Solution:

- The hospital should be adequately signposted to avoid this;
- Deaf patients who are "lost" may find it difficult to "ask" for help.



## Sign Language and Interpreters

You may also attend sign language classes which are being held around the country – this would assist communication. Contact us for further information.

You can also hire interpreters. Should you need assistance with communication, contact Irish Sign Link Ltd.

