

Working with Hard-of-Hearing People

MAP to Access

The Americans with Disabilities Act (ADA) requires health care services to be accessible to hard-of-hearing people. Effective communication is critical to making your services accessible and often requires accommodations. Effective communication means that the hard-of-hearing person can participate in the information exchange to the same extent as a person who has no hearing loss.

What You Need to Know:


- Most hard-of-hearing people do not use sign language, but do need communication accommodations in order to receive quality health care.
- Always face the hard-of-hearing person when communicating with her to maximize visual and auditory information.
- Accommodations must be individualized for each person as needs vary significantly with each person and situation.
- Situations that require effective communication include
 - describing health symptoms and medical conditions;
 - discussing medical history and medications;
 - explaining diagnoses, treatment options, and prognoses.
- Just writing questions and information down is rarely enough to communicate effectively.
- Trust the hard-of-hearing person to know how best to ensure effective communication and respect her specific accommodation request.
- Accommodations can be assistive listening devices, such as a personal FM system, or computer assisted real-time captioning (CART).
- Under the ADA, providers are responsible for the cost of accommodations.



Symbol of Access
for Hearing Loss

Learn more:

- **Medical Offices and the ADA**
www.dredf.org/ADA/medical_offices.shtml
- **Communicating with People Who Are Deaf and Hard of Hearing in Hospital Settings**
www.ada.gov/hospcombrscr.pdf
- **Communicating with People with Hearing Loss**
www.ucsfhealth.org/adult/medical_services/audio/hearingloss/hearingLoss.html
- **Communications Information Access Center**
www.cart-info.org
- **Assistive Listening Devices**
www.asha.org/public/hearing/treatment/assist_tech.htm
- **A Guide to Terminology about Hearing Loss and Communication Access**
www.hearingloss.org/learn/glossary.asp
- **Access to Medical Care DVDs**
www.wid.org/amc


WORLD INSTITUTE-DISABILITY
3075 Adeline St #280
Berkeley, CA 94703
510-225-6400
www.wid.org/map

