Deaf and Hearing Awareness Training (DAHAT)
One-day Deaf and Hearing Awareness Training will give participants the confidence to communicate politely and efficiently with deaf and hard of hearing people. Read our leaflet on DAHAT or contact us for further information.

See our leaflet for our Resource Centres and Outreach Centres.

Check out our range of leaflets or visit our website at www.deafhear.ie for further information.

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

Leaflet ref: 01SG0208

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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/Hard of Hearing 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. parent, spouse, etc.)
- Arrange for an interpreter to be present

3. Hearing Devices
Patients should be allowed to wear their hearing aids/cochlear implant up to the point of anaesthesia /x-ray / scan.

Solution:
When removing:
- Switch off device and store it in a self-sealing clear plastic bag
- Attach the bag securely to an easily-accessible chart or pin to patient’s dressing gown.

4. Removal of Hearing Aid
At the pre-operation stage, a Deaf or Hard of Hearing patient may be worried about missing information once their hearing aid is removed, but this is often overlooked.

Solution:
- Make every effort to tell the patient all relevant hospital information as hospitals can be lonely and intimidating places

5. Loneliness & Ward Isolation
(a) Children: for a Deaf or Hard of Hearing child, hospital can be a lonely and frightening experience.

Solution:
- Do not separate the child from his/her parent or guardian

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

Solution:
- Medical staff should keep the person informed regarding 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

6. Communication Difficulty
Relating to clinic times, medication dosage, hospital procedures 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

7. 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 can attend sign language classes which are 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 Sign Language Interpreting Service at: Telephone: 01-4139670 Fax: 01-4139677 Mobile/SMS: 087-9806996.