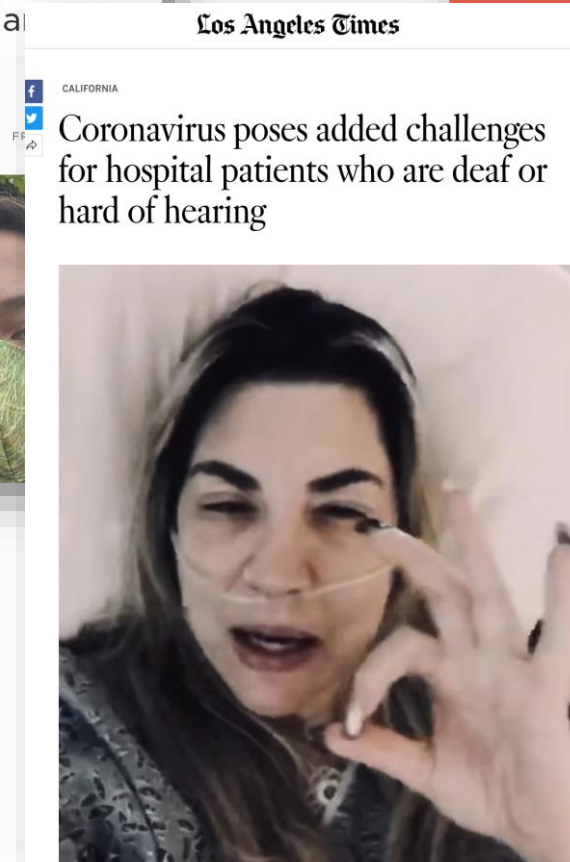
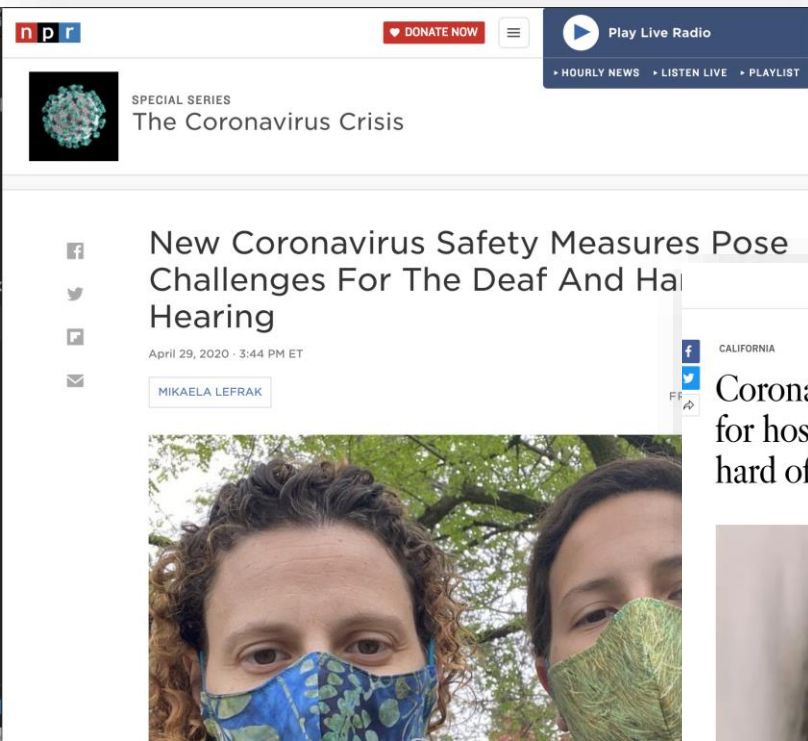


Ensuring Communication Access for Deaf and Hard of Hearing Patients During the COVID-19 Pandemic

June 19, 2020

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Christopher Moreland, MD, MPH

Cracks Revealed



THINK
Opinion, Analysis, Essays

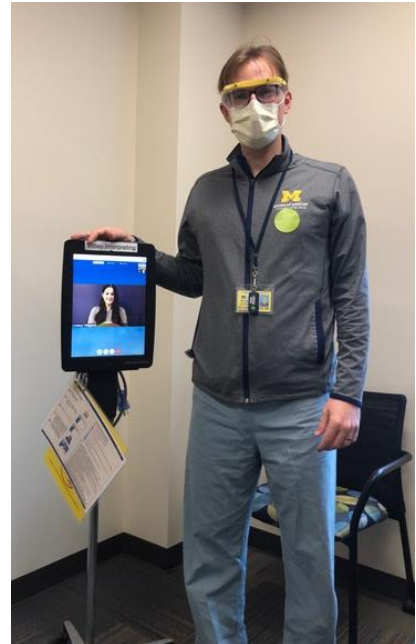
Keeping people safe from COVID-19 limits deaf people's access. It doesn't have to be this way.

we need to stop the spread of this disease are also limiting the ability of hard-of-hearing people to fully participate in society.



Ambulatory care

- Virtual Health
 - 3 way video visits (allows interpreters to participate) or Zoom calls (for real-time captioning)
- Clear masks
 - Safe N'Clear
 - Clear Communicator
- Communication devices
 - Mobile iPad carts for video remote interpreting or real-time captioning



Advocating and Empowering DHH Individuals and Caregivers

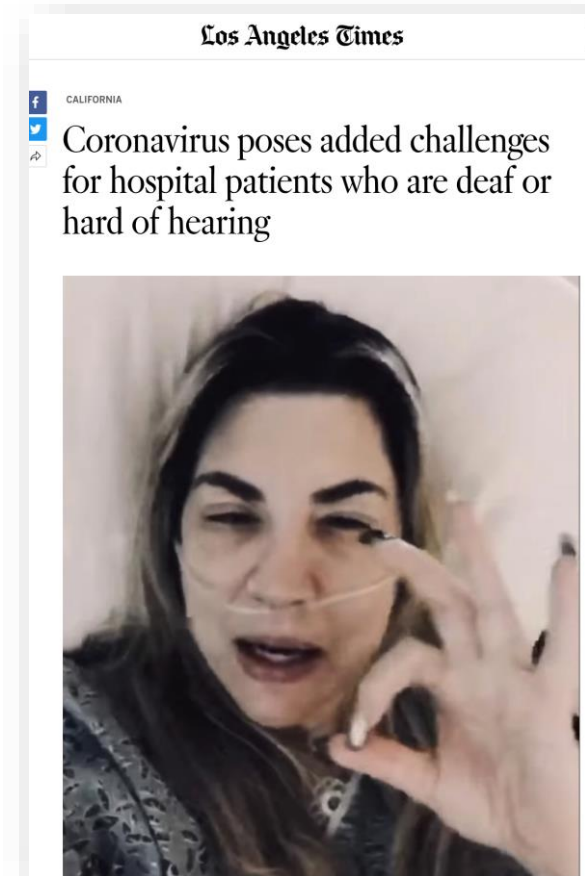
- Advocate and empower our DHH patients
 - Encourage patients to tell every health care team member about hearing loss
 - Arrange accommodations; double-check prior to appointment
 - Communication Access Plans:
 - https://www.hearingloss.org/wp-content/uploads/HLAA_HC_CAP_Form_and_Instructions.pdf
- Smartphones/tablets
 - Captioning apps using automatic speech recognition
 - Google Live Transcribe, Otter.ai, Interact Streamer

Helpful Resources

- National Association of the Deaf
- Association of Medical Professionals with Hearing Losses
- Hearing Loss Association of America

Inpatient Care

- Communication devices
 - Video remote interpreting
 - Writing tablets/pads
 - Communication boards
 - Signage
- Deaf-blind people
 - PPE for trained interpreters (limited availability)



Inclusion of DHH healthcare professionals

- Used to innovating communications solutions
- Can provide communication-concordant care
- Look within your institution, nearby, nationally
 - www.amphl.org
 - <https://www.physicianswithdisabilities.org/>
- Develop access policies for faculty & staff

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