

# Quality medical care requires good Communication between you and your caregivers. For that reason, we hope you will use the services available to you.

- **With your approval**, a hard of hearing symbol can be placed on your chart and by your bed to inform all staff of the method of assisted hearing that you use (hearing aid, signing, assistive listening device).
- **Closed caption** is available on televisions at Providence Kodiak Island Medical Center.
- **If you use a hearing aid** and are having difficulty with its operation, tell your nurse.



- **Telecommunication devices** for the deaf (TTY) enable those with severe hearing loss to use a telephone through a keyboard and display screen. Please notify your nurse if you would like to make a telephone call using a TTY.
- **Amplified telephones** for individuals with hearing loss are also available. If an amplified telephone would assist you, let your nurse know.
- **If you are having surgery**, you will probably keep your hearing aid so that you can communicate with staff caring for you up until the time that you receive anesthesia.

**For Clear and effective communication with patients, we discourage the use of family and friends for interpretation services.**

**For patient safety, we are prohibited from using children as interpreters.**

**Please use our FREE interpretation services instead.**

We welcome your suggestions. If there are other ways we can assist you or your family during your hospital stay, advise your nurse or call Quality Improvement at extension 2591 and ask for the hard of hearing advocate.