DIVERSITY COUNCIL
Patients who are Deaf or Hard of Hearing

Sign language is used by many people who are deaf or hard of hard of hearing. Speech reading or lip reading is another form of communication. Yet another way is CART (Communication Access Real-time Translation) where an operator types what is said into a computer that displays it on the screen. Be prepared to use an interpreter for important information such as tests, or other procedures when either the patient or the patient’s spouse is hard of hearing.

Effective communication is particularly critical in health care settings where miscommunication may lead to misdiagnosis and improper or delayed medical treatments.

The CCH hospital has two local interpreters available, a computer or a book for fast, basic communication. Also available is the Deaf and Hearing Communication Agency. This require two days advance notice. Contact the Nursing Office – 5170 for interpreter service.

Many people who are deaf use a teletypewriter-TDD. These devises have a keyboard and a visual display for exchanging messages via the telephone.

In the hospital setting, the interpreter must be familiar with any specialized vocabulary used and must interpret medical terms and concepts.

Source: http://www.ada.gov/hospcombr.htm