

Communication During Tests and Procedures

Patients

- Remind all staff that you are hard of hearing or deaf.
- Give staff a copy of your **Communication Access Plan (CAP)** and ask to have it added to your Electronic Medical Record or paper chart.
- Bring stickers with a symbol showing you are hard of hearing or deaf to put on your paper chart and wristband.
- Ask to wear your hearing aid(s) or cochlear implant(s) until tests or procedures begin. If this is not possible, ask staff to put the devices in a container with your name on it.
- Ask for a written explanation of what the doctor, nurse, or technician will be doing.
- Make sure you get answers to all your questions before staff put on their surgical masks.
- Ask your doctor if the anesthesia (medicine to put you to sleep or numb part of your body) can make your hearing, balance, or tinnitus worse.

Communicating in Radiology

X-ray / CT Scan / MRI

- If you have a cochlear implant(s), ask your doctor if you can have an MRI.
- Ask your doctor if there will be a staff person in the room to give you instructions during the test. If so, talk to staff about how they will communicate with you.

Some options are:

- Write on a dry erase board (whiteboard)
 - Turn lights on and off
 - Gently tap you on the shoulder
- Ask for earplugs and/or a headset to protect your ears during an MRI.
 - When your test or procedure is finished, ask staff how you will get your results using the CAP to discuss options.