

Strategies to optimize communication between you and your patients

1. Look at the patient when speaking.
2. Turn off or lessen background noise.
3. Offer alternative communication aids, such as a Pocket Talker or smartphone app* (used with earbuds or headphones) if patient exhibits difficulty hearing.
4. Position self at same height as patient (if patient is in a wheelchair, sit down; if patient is standing, remain standing).
5. Sit or stand within three to six feet of patient.
6. Confirm patient's level of understanding or make sure they are able to perform the self-care activities and medication management required.
7. Use audiovisuals and provide written instructions to reinforce what is communicated.
8. Ask the patient to repeat back key instructions.
9. Rather than asking yes/no questions, ask open-ended questions such as "What questions do you have?"

* Suggested apps that can be downloaded onto an iPad or iPhone include:

- *BioAid*
- *EarMachine*
- *EQ HearAid*
- *Hearing Aid from TIAuEngineering UG*

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