

## During COVID-19 | Deaf Patients Guide

### | For NHS Staff

**PLEASE NOTE: THIS INFORMATION IS ONLY APPLICABLE WHEN FULL PPE IS NOT REQUIRED**

If your patient cannot make contact with their chosen BRITISH SIGN LANGUAGE (BSL) interpreter. PLEASE CONTACT: **01209 823103** or if necessary **07877 654543**

Less urgent bookings can still be emailed through to: [hearingloss.cornwall@nhs.net](mailto:hearingloss.cornwall@nhs.net)

You will need an ipad/laptop to help your patient to understand what you are communicating. This communication support is currently being delivered remotely through various forms of video link, rather than the face-to-face support, which patients are used to.

If your deaf patient is not a signer eg: perhaps they have cochlear implant, they may well need you to explain things in writing, especially if they are unable to wear their hearing assistive aids and you are wearing a face mask.

**ALL DEAF PATIENTS** rely a lot on lipreading!

Please use CLEAR, SIMPLE ENGLISH

There are some Deaf people who can ONLY LIP READ.

If any hearing assistive aids or glasses need to be removed, please try to reunite your patient with these vital communication tools as soon as it is possible to do so. If they have not brought one with them, they may need some form of headband to hold their assistive devices in place.

