

EMERGENCY SERVICES CARD

► **Commonwealth of Massachusetts**

<https://mass.gov>



► **Executive Office of Health & Human Services**

<https://mass.gov/eohhs>

call: Dial 211



► **Massachusetts Commission for the Deaf and Hard of Hearing**

<https://mass.gov/mcdhh>

email: MCDsafety@mass.gov



► **Department of Fire Services**

<https://www.mass.gov/dfs>

► **Office of Emergency Medical Services**

<https://www.mass.gov/orgs/office-of-emergency-medical-services>

MASSACHUSETTS
OFFICE OF EMERGENCY MEDICAL SERVICES
— DEPARTMENT OF PUBLIC HEALTH —

**Developed in partnership by:
The Massachusetts Commission For The
Deaf And Hard of Hearing, The Depart-
ment Of Fire Services and The Office of
Emergency Medical Services.**

Disclaimer: This card does not waive the user's right to effective communication under the Americans with Disabilities Act (ADA).

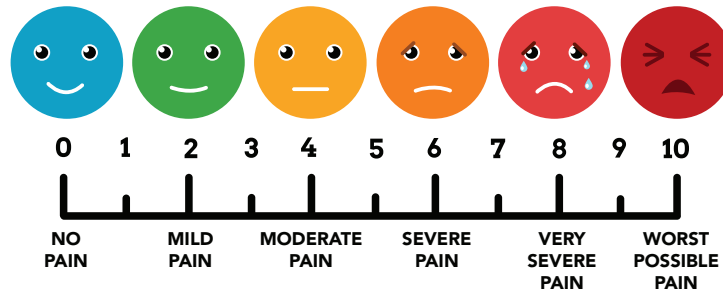
For more information or to provide feedback:
online at www.mass.gov/MCDHH or email at
MCDsafety@mass.gov

Some elements of this tool were used, with permission, by the Wisconsin Council on Physical Disabilities.

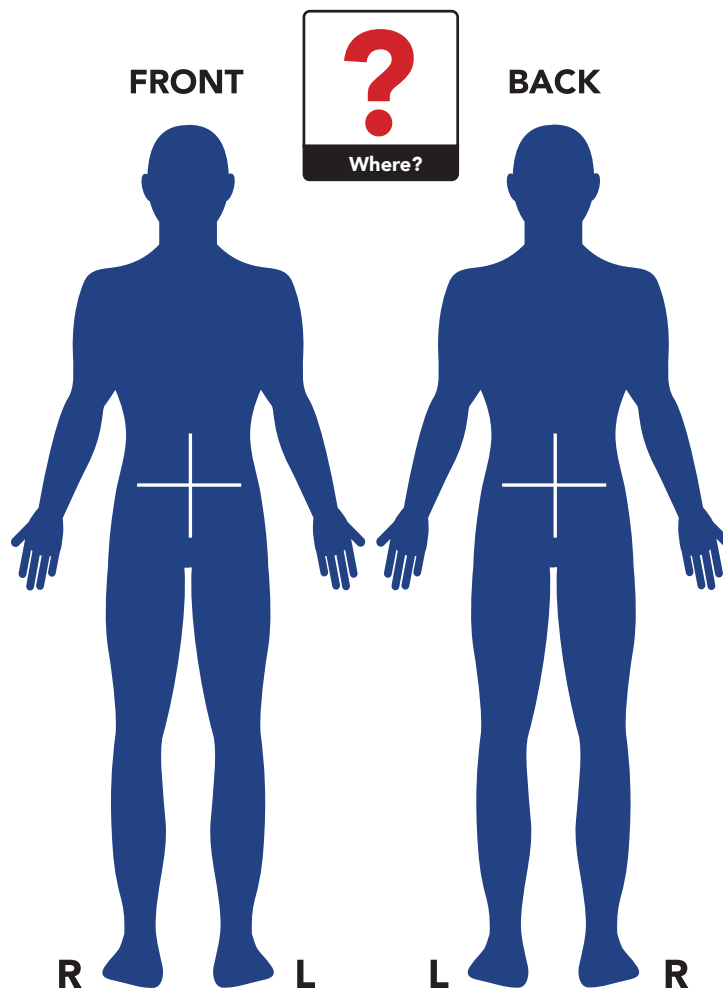
SEP 2022

PAIN SYMPTOMS

YOUR LEVEL OF PAIN?



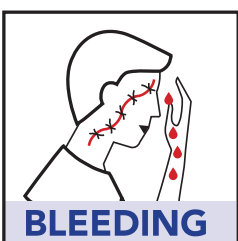
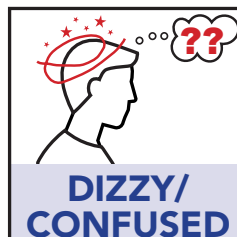
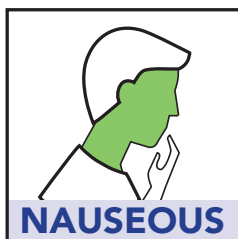
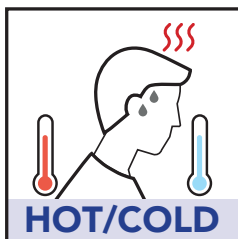
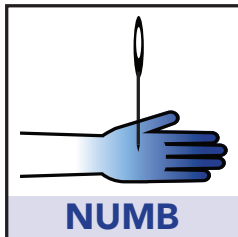
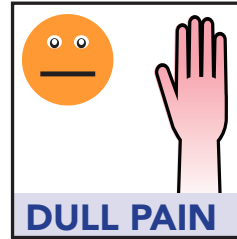
WHERE IS THE PAIN?



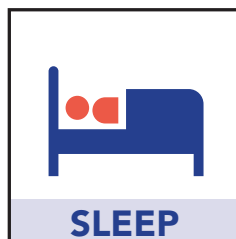
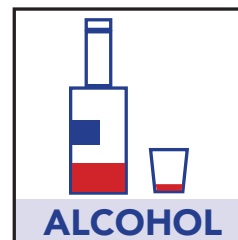
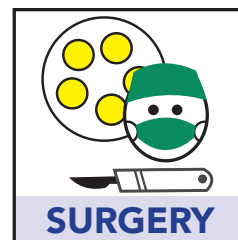
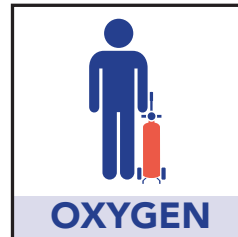
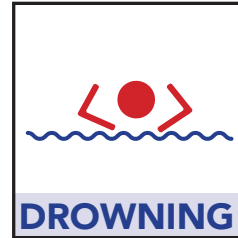
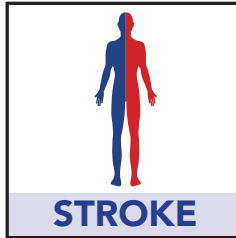
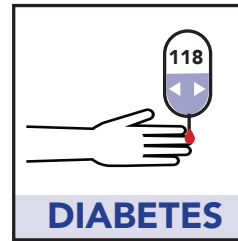
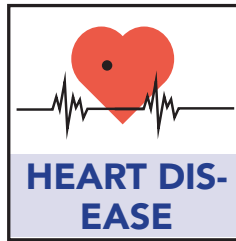
Please Note:

In an emergency situation individuals may use behaviors that you could find surprising or misunderstand. Expect to see someone use touch, intense facial expressions, sound, and gesture to communicate. These are all very typical.

FEELING/SYMPTOMS

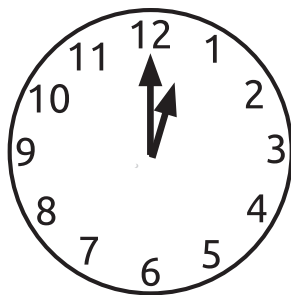


MEDICAL & RECENT HISTORY



TIME / DATE / NUMBERS

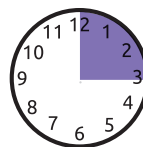
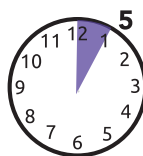
HOURS



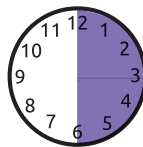
AM

PM

MINUTES

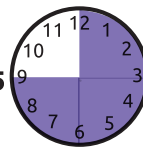


15



30

45



NUMBERS: TIME/DAY

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31									



When?



Morning



Afternoon



Night

WEEK

S	M	T	W	TH	F	S
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COMMUNICATION TIPS

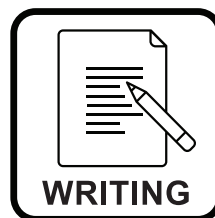
When communicating with me, please:

- Get my attention first.
- Make eye contact when you speak.
- Try to repeat, rephrase, write or gesture.
- Minimize number of people asking questions.
- Reduce flashing lights, visual/loud distractions.

Full Communication Access & Transporting:

- Alert receiving staff of communication needs.
- I may need a certified sign language interpreter, captioner, and/or an assistive listening device with my hearing aid or cochlear implant.
- A hearing aid or cochlear implant does NOT allow me to understand everything you say.
- Keep hearing aid/device & battery with patient.
- Service dogs should accompany their owner.

COMMUNICATION PREFERENCE



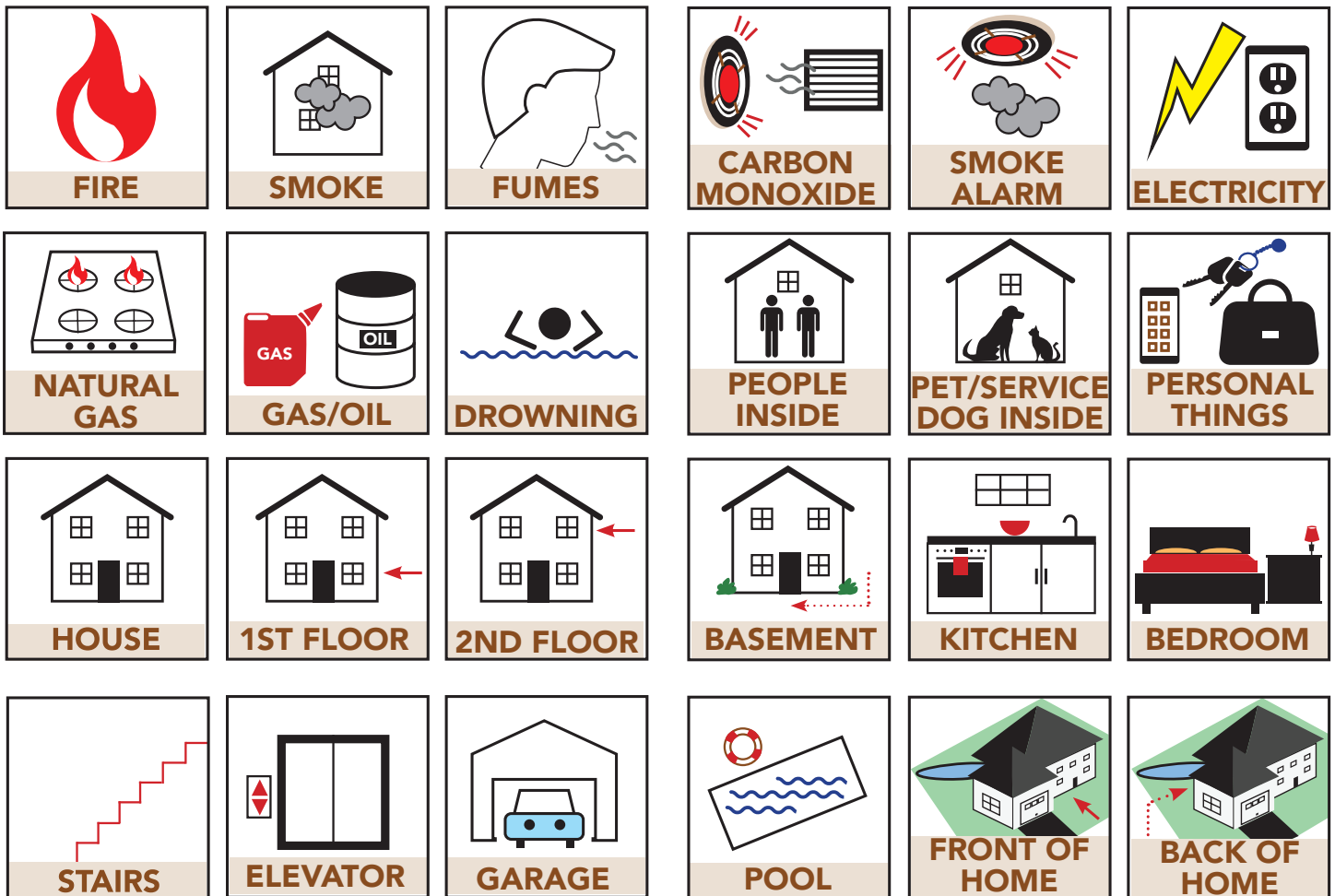
QUICK COMMUNICATION



ALPHABET & NUMBERS

A B C D E F G H I
J K L M N O P Q R
S T U V W X Y Z
0 1 2 3 4 5 6 7 8 9

EMERGENCY SITUATION HOME / WORK



EMERGENCY SITUATION CAR / VEHICLE

