

# DEAF & HARD OF HEARING INFO - CORONAVIRUS

▶ **Commonwealth of Massachusetts**

<https://mass.gov/covid19>

▶ **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](mailto:MCDsafety@mass.gov)



## PREVENTING ILLNESS



## GET MEDICAL HELP



## PREFERRED METHOD OF COMMUNICATION



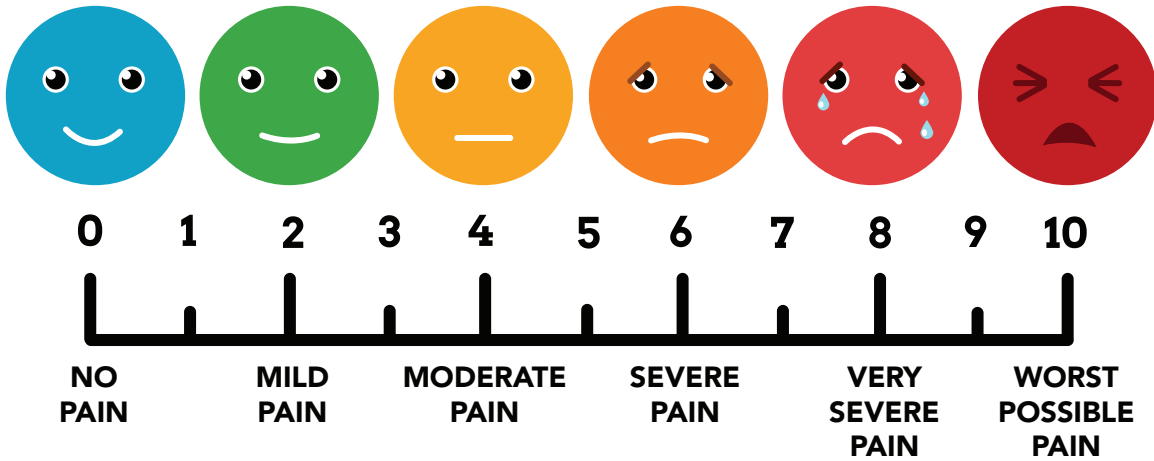
## QUICK COMMUNICATION



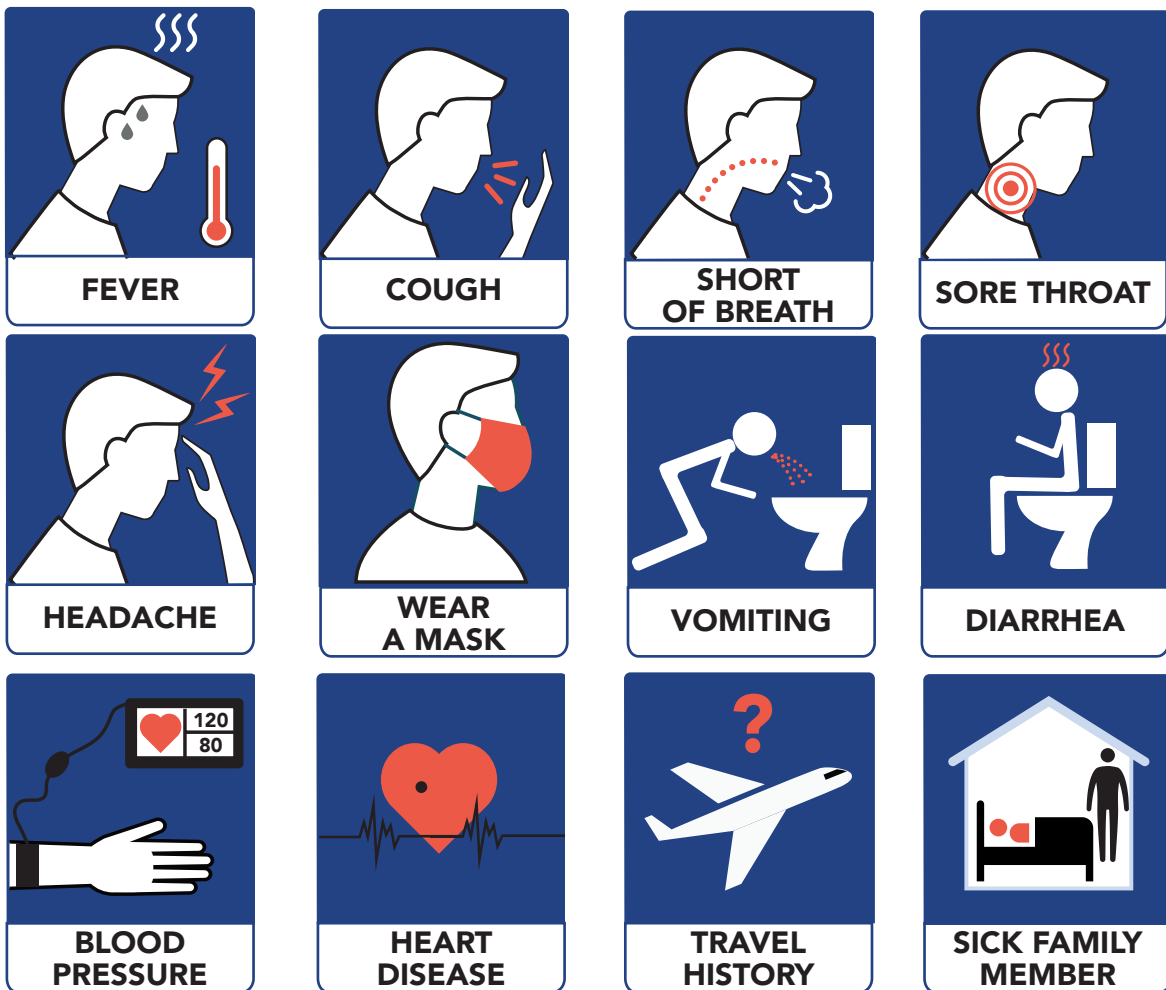
## TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

## HOW DO YOU FEEL?



## SITUATION, HISTORY & SYMPTOMS



# HOW LONG HAVE YOU HAD SYMPTOMS?

▶ MINUTES



▶ HOURS



▶ DAYS

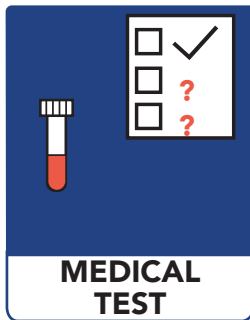
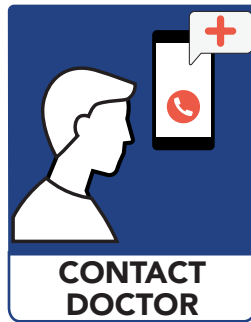
▶ WEEKS

▶ MONTHS

▶ YEARS



## TREATMENT & CARE



**DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING ▶ [HTTPS://MASS.GOV](https://mass.gov)**

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

March 2020