



Communication Access in Health Care:

A program of the Hearing Loss Association of America (HLAA) for people with hearing loss and their companions in all medical encounters. When patients in medical settings miss out on or misunderstand verbal information about treatment, medications, or decisions – substantial medical errors, delays, and even unexpected medical procedures can happen. To help ensure patient safety, patients and healthcare providers must establish and maintain verbal effective communication.

Health Care Communication Access Column in HLAA’s Hearing Life Quarterly Magazine

Stay informed on topics relevant to healthcare consumers, providers, healthcare staff, administrators, medical systems, public health researchers, and patients. Sign yourself and Colorado healthcare providers for the [Health Care Communication Access Column](#)

The Guide for Effective Communication in Health Care

The Guide for Effective Communication in Health Care provides many tools and resources with two sections: patients and providers. Download [The Guide for Effective Communication in Health Care](#). Also click on the right-hand column for “Stakeholder Narratives”

Invite Your Local Medical Community

Invite your local hospitals, clinics, pharmacies, ADA coordinators, patient advocates, and medical providers to connect with HLAA Communication Access in Health Care program. [Program Summary and Sample Letter](#)

Resources for Hearing Loss

Hearing Loops, FM, and Infrared Assistive Listening Systems

- [Let’s Loop Colorado](#) Consumer advocacy and education for hearing clearly in public places. Includes telecoils webpage for consumers and providers
- List of hearing loops across the USA and Canada. [Video to find on Google Maps](#) (1 minute)
- Sterkens, J. [What you don't know about hearing aids](#). TEDxOshkosh. Released 3/2/24.



- Frazier, S., et al. (1/12/24) [Survey Sheds Light on Why Many People with Hearing Loss Don't Use Assistive Communication Technology](#), HearingTracker.
- Gandel, C. (3/3/23). [Hearing Loops and Telecoils: What You Need to Know](#), AARP
- Perazzoli, C. (12/14/22). [Google Maps Now Includes Hearing Loops](#), HLAA.

Wynne's articles

- National Council on Aging (NCOA). 5/13/22. Whyman and Sterkens. [Hearing Health for Older Adults: What Older Adults Need to Know About Hearing Loss](#)
- HLAA (Hearing Loss Association of America) Hearing Life Magazine. Spring '22. Sidebar. [Effective Communication in Medical Settings: Your Rights Under the Law](#)

HLAA (Hearing Loss Association of America)

- [HLAA-Denver Chapter](#) meets monthly, provides information and support.
- [National](#) membership and/or free monthly e-News (use top button to subscribe).

Facebook

- [Hearing Loss: The Emotional Side](#)
- [Hearing Aid and Hearing Loss Support Group](#)

Hearing Tests, Hearing Aids, and Research on Hearing Aid Use

- Hearing Tests: audiologist or hearing instrument specialist, [Review of 10 online hearing tests](#) and [2-page paper](#) test from [Better Hearing Institute](#). Ida Inst. [My hearing worksheet](#) (1-page)
- [Open Letter](#) to Hard of Hearing Consumers and Patients. K. Cavitt, AuD
- OTC hearing aids: [What Do Consumers Need To Know?](#) (Manchaiah et al) and HLAA Tips • Hearing Aid reviews: [Consumer Reports Hearing Aid Buying Guide](#) and [Hearing Tracker](#)
- 2023 Research on hearing aid use: The [ACHIEVE](#) study (dementia) and [lower fall prevalence](#)

Captions

- Apps: [Ava](#), [InnoCaption](#), [Otter](#). [Review of 10 apps](#)
- Making Conference Calls (no charge): [Colorado Relay Conference Calls](#)
- List of Colorado movie theaters showing Open Captions: [HLAA-Colorado](#)



Bloggers, written by People with Hearing Loss

- Individuals: Katherine Bouton, [Smart Hearing](#); Shari Eberts, [Living With Hearing Loss](#), Gael Hannan, [Better Hearing Consumer](#)
- Soundly. [11 Inspiring Blogs, Websites, and Forums](#)

Videos

- ["We Hear You - A Hearing Loss Documentary"](#) (45 min) 4 individuals with hearing loss
- ["What Did You Say?" A Conversation About Hearing Loss"](#) (50 min) AARP, Drs Lin and Reed

Books

- [Becoming Hearing Empowered](#): A Guided Journal for the Deaf and Hard of Hearing, 2023. Katherine Rybak (Consumer)
- [Hear & Beyond: Live Skillfully with Hearing Loss](#), 2022. Shari Eberts and Gael Hannan (Consumers)
- [Hearing Loss for Dummies](#), 2022. Frank Lin, and Nicholas Reed. Johns Hopkins University, AARP. (Medical & research)
- [5 Keys to Communication Success](#), 2013. Dusty Jessen (Littleton, CO Audiologist)

Contact Information

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