

Are any of the people who use your service deaf or hard of hearing?

If so, you may be asked to provide communication support such as an interpreter, notetaker or lipspeaker.

The **right** communication support will:

- Exchange clear and correct information
- Allow for informed choice
- Install confidence
- Remove barriers to accessing your service

We provide the right communication support.

This service is FREE, funded by Health & Social Care Board

Contact our coordinators, who will guide you through the process

Telephone	028 9033 1320
Textphone	028 9033 1320
SMS	07537 404 369 (standard text message rates apply)
Email	sw-csu@hearingloss.org.uk
Website	actiononhearingloss.org.uk/communicationsupport

Communication support

Communication support is provided by a sign language interpreter, lipspeaker or notetaker.

- Do you need a need communication support for medical appointments?
- Do you want to exchange clear and correct information at appointments or meeting?
- If “Yes” then ask the medical staff to make the booking or contact us directly for this free service

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Your communication support for medical appointments will be funded by Health and Social Care Board.

Are you being heard by all your patients?

Did you know that one in six of your patients will have some level of hearing loss, and their hearing loss won't always be obvious?

People with hearing loss can find their local health services difficult to use.

Our specialist coordinators will advise you on the most appropriate communication support to ensure both you and your patient exchange clear and correct information to:

- **Understand condition, treatment and diagnosis**
- **Avoid missing vital information about medication, lifestyle etc**
- **Have a positive effect on the clinical outcome and enhance the patient journey**

We work in partnership with Southern Health & Social Care Trust who fund communication support for medical appointments. Contact our coordinators, who will guide you through the process.

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