



# Unseen

# Unheard

## **Tips for communicating with hearing impaired patients during COVID-19**

- **Speak slowly and clearly. Do not shout!**
- **Show your face if it is safe to be unmasked**
- **Write down key points**
- **Embrace technology. Live captioning on telehealth or transcription apps for calls**
- **Act out instructions**
- **Check for understanding**
- **Encourage questions**



[betterhearing.org.au](https://betterhearing.org.au)

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