



## **CLINICAL COMMUNICATION WITH DEAF & HARD OF HEARING PATIENTS: TOOLS & RESOURCES FOR BETTER OUTCOMES**

### **Debunk Myths and Assumptions to Bridge the Gap**

There are many misconceptions about this community that result in ineffective communication. In the healthcare setting particularly, this can have serious consequences. Providers will learn: about the unique needs of this protected class of citizens, how to work with patients to reduce barriers to communication, foster autonomy and informed consent, and improve health outcomes while satisfying federal and Joint Commission mandates for accommodations. Often, providers and patients have a different perspectives on whether communication is effective. The reasons for this will be explored along with tools to bridge the gap and meet patient needs.

#### **TOPICS COVERED:**

- \* DEAF CULTURE & HEALTHCARE LITERACY
- \* THE DEAF PERSPECTIVE ON THE HEALTHCARE EXPERIENCE
- \* HEALTHCARE ENVIRONMENT BARRIERS TO COMMUNICATION
- \* PRACTICAL SOLUTIONS FOR REMEDIATING BARRIERS
- \* APPLICABLE LAWS

“This training gave me a better understanding of education disparities among the Deaf Community and how to provide more appropriate explanations and instructions to patients.” S.R., ED Resident

The presenter is a nationally certified interpreter with a Master of Science in Healthcare Interpretation. She has been interpreting and presenting in the healthcare setting for over 10 years.

**Contact below to schedule a customized workshop at your facility!**

**JASMINE MARIN, MS**

P.O. Box 164  
Kingman, AZ 86402

[www.mohaveinterpreting.com](http://www.mohaveinterpreting.com)

[admin@mohaveinterpreting.com](mailto:admin@mohaveinterpreting.com)

614/374-6269