



27 April 2020

Hospital pack (Auslan video [Hospital pack .mp4](#))

**Staff member from Able Australia saw this video
<https://www.yo1utube.com/watch?v=CnBZIJ39ESQ>**

from USA and thought that this video provided very useful information for deafblind people who may need hospital for Coronavirus treatment.

ABOUT COVID-19 (coronavirus)

COVID-19 is a very dangerous virus and highly contagious. This virus is affecting globally and the hospitals rules are changing to protect everyone in the hospital. Because of the virus, communications may be more difficult and slower. Doctors and nurses will wear masks and stand away from you. Many hospitals may not allow interpreters, family members, friends and other support staff in the same room as you if you are in the hospital. You may be in the hospital alone for a long time for treatment.

COMMUNICATION PACK

Able has made a communication pack to give to hospitals if you get sick, but we can NOT provide support if you have Covid-19. For more information, please contact your support coordinator.

BE PREPARED

You have the right to decide your care. This means you will need to bring a few things to the hospital including communication tools such as iPad, braille devices, mobile

phone. Make sure that you have downloaded some apps on your devices such as NRS (National Relay Services, SMS relay, speech to text app). Some of the apps are free. Make sure that your devices have good data plan because some hospitals may not have good Wi-Fi connections. Ask the hospital staff for a good Wi-Fi connections if you are able and this will make the communications much smooth and easy.

THINGS TO PACK

Bring an emergency bag. Label the bag with your name and write on a piece of paper a list of items that are inside the bag. Label each item with you name, including cables and other things. Label each item. Leave space on the label to add your hospital room number.

The emergency bag can include:

- **Communication devices**
- **paper and pens / black textas**
- **whiteboard and markers**
- **plugs and chargers for your smartphone, laptop or tablets**
- **a cellular hotspot in case the hospital Wi-Fi is not working (Data)**
- **an extension cord or power strip in case your bed is far from an outlet**
- **extra eyewear supplies you might need, such as reading glasses to read the speech-to-text on a phone app**
- **extra batteries for your hearing aid, cochlear implant or assistive listening device**
- **if you have an advance health care, please put a copy of this in your bag.**
- **Basic signs that you may use while in hospital.**
- **Fingerspelling cards to encourage hospital staff to communicate with you directly if possible.**

- **One page with your own details such as:**
 - **Name**
 - **Age**
 - **Type of deafness / blindness**
 - **Health conditions**
 - **Medications**
 - **Emergency contact information for family or friends.**
 - **Preferred communication type (close or far or tactile or size font, Braille).**

YOUR RIGHTS

If you feel that you were not treated fairly or did not respect your wishes, you can contact the hospital's complaints department and raise your concerns. It is very important that you are being looked after well during this difficult time.

FOR MORE INFORMATION

For more information and ideas for communication tips while in hospital, please contact your support coordinator: support.coordination@ableaustralia.org.au

USEFUL APPS

The following free apps that may be helpful when in hospital and may have better communication with hospital staff members:

Voice to text translate options:

Siri (Apple App store)

Transcribe (Apple App store) - first 15 minutes free

Voice Notes (Google play)

Otter.ai (Apple app store or Google play

iPhone notes can do voice to text and text to voice

Other apps

Safety Catch on apple store is a hospital communication tool – images to voice

Google Duo - allows an iPhone to talk to an android phone such as Samsung and other mobiles.