

## Supporting Deaf and Hard of Hearing Patients in Telehealth Appointments

April 9

As always, we remain committed to providing excellent care to all of our patients. Northwestern Medicine is a community of caregivers who welcome, respect and serve all people without regard to age, race, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, and military or veteran status.

This document compiles tips for supporting our diverse patient population and workforce during this time.

### REMOTE COMMUNICATION

We can support communication with patients who are Deaf or hard of hearing in e-visits with the following resources. As always, it is important to ask the patient what format they would prefer to receive information in and work with them to meet their needs.

- **CART:** Provide real-time transcription, where a CART writer dials in to an appointment and live transcribes for a patient who is Deaf or hard of hearing. Contact Interpreter Services for more information.
- **Teams:** If you are using Teams to communicate, here are some tips:
  - **Laptop Camera** to help participants identify who is talking and read body language
  - **Mute Button** to reduce background noise
  - Note, in situations where you are NOT made aware of the patient's need in advance, you can use built-in live captions and the chat function to aid in communication. CART typically yields more effective communication, with fewer errors than live captions and a smoother exchange than chat, but the following can be a helpful backup:
    - **Live Captions:** Turn on by clicking the ellipsis (...) at the bottom of the screen and selecting "Turn on Live Captions (Preview)"
    - **Chat** to help clarify information
    - This [guide on captioning options](#) provides further information on other platforms