

Information on healthcare services for deaf people



Project Number: 2022-2-SK01-KA220-ADU-000102228



**Co-funded by
the European Union**

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Websites and social media



As a deaf person, here are some strategies to access information about healthcare services that meet your needs:

- 👉 **Your hospital or health center website**
- 👉 **Official website of national and regional health systems**
- 👉 **The health center's social media channel**

- ▶ Explore sections in the websites such as **“FAQs,” “Accessibility,” or “Citizen Services”** for more details.
- ▶ Ask if they provide **accessible telemedicine services** with subtitles and sign language, sign language information, interpreters, hearing loops, FM systems or accessible appointment systems.
- ▶ Look for **specific** rehabilitation, prevention, or follow-up **programmes designed for deaf people.**
- ▶ **Follow your health center's social media account:** Facebook, Twitter and Instagram to get updates and ask questions via direct messages.



Patient & Deaf people associations

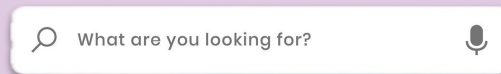


Contact patient associations

- ➡ Patient associations can help you know **your rights** and **manage appointments**. They can also provide information about **medical resources** and help you manage your care.

Contact deaf associations

- ➡ These associations can provide **information about accessibility services**. They can also help you **contact health services, manage appointments and provide practical guides** to improve communication and provide information about your rights.



Other services



Patient care department

- Many centers have a **patient services department** that can help you request specific services.
- Visit them in person or send them an email with your needs and **ask if they have accessible services** (sign language information, video or face-to-face interpretation, hearing loops, visual aids) and specific support for deaf people.
- Ask to **receive your appointment information by text, email or video message in sign language instead of by phone.**

Talk to your doctor

- **Ask your doctor about health services available to you**, such as mental health programs, rehabilitation, telecare or chronic disease management.

Emergency and urgent care services

- Find out about **nearby hospitals and health centers with specialised services** (like cardiology or geriatrics).
- Look for **accessible urgent care centers** in your area.



Health apps

- ➡ Some apps allow you to manage your appointments, consultations, and send written messages.
- ➡ Other official apps from your country's or region's healthcare system allow you to record your communication preferences in your profile.



INSERT NATIONAL EXAMPLES
+ ICONS OF THESE APPS

Useful Resources

- [InnoCaption](#)
- [Ava](#)
- [Rogervoice](#)
- [TapSOS](#)
- [Whisper Transcription](#)
- [SignHealth UK](#)

- [European Patients' Forum \(EPF\)](#) (Europe)

Represents patient groups across Europe and works to improve patient-centered healthcare. Provides guidance on patients' rights and how to navigate the healthcare system.

- [World Federation of the Deaf \(WFD\)](#) (Global)

Focuses on promoting accessibility and protecting the human rights of deaf individuals worldwide. Provides resources on international accessibility standards and best practices for communication.

TO FIND OUT MORE

