

## CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

<b>SECTION I:</b>	<b>PATIENT FOCUSED FUNCTIONS</b>
<b>CHAPTER 2:</b>	<b>Provision of Care, Treatment and Services</b>
<b>PROCEDURE 2.20</b>	<b>Pocket Talker Advanced Amplification Device</b>
<b>REVISED:</b>	02/02/15; 07/11/16; Reviewed 02/18
<b>Governing Body Approval:</b>	04/09/15; 07/14/16; 04/18

**PURPOSE:** To provide ADA reasonable access for patients who have hearing loss but do not require/tolerate hearing aids in order to participate in group and individual treatment.

**SCOPE:** All ACS Clinicians and RNs

### **POLICY:**

The Ambulatory Care Services (ACS) Clinician will determine if patients with hearing loss and no adaptive equipment will benefit from use of the Pocket Talker. If use of the Pocket Talker is indicated the ACS Clinician will write an order for it and it will be entered as a modality through nursing in the Medical Section of the treatment plan.

### **Definitions:**

*The Pocket Talker is an advanced amplification device, which adjusts to pitch and tone as well volume and assists the patient to hear in group and individual settings. The unit can be used with over-the-head headphones or a single earbud.*

### **PROCEDURE:**

1. When a patient has been identified, the ACS Clinician will write an order and the transcribing RN will contact the Interpreter for the Deaf at (860) 262-7192, to have a device and a copy of this procedure delivered to the unit.
2. The device will be signed out by and given to the Unit Director/Charge Nurse. The device will have attached a sign in/sign out sheet. The patient will obtain the device from the nursing staff, sign it out with date and time out and time in when returned. The units should be returned immediately after the conclusion of the group or individual session/meeting.
3. Each device will be numbered and only the patient assigned to that particular device may use it. This will prevent any infection control concerns.
4. Upon discharge or the discontinued use of the device it will be returned to the Interpreter for the Deaf's office, Page Hall, Third Floor, Room 350. The foam ear piece covers will be disposed of prior to returning the unit. In addition the base unit and cords will be treated with alcohol wipes prior to returning the unit.

Stock supplies of the device will be kept in the Interpreter for the Deaf's office, Page Hall, Third Floor, Room 350.