



Communication Access Plan (CAP) Instructions for Patients and Providers

Patient Instructions

What Is a Communication Access Plan?

A Communication Access Plan (CAP) is a one-page form to let your doctors and healthcare team know about your hearing status and the communication aids and services needed.

Why Is the CAP Important?

Communicating clearly with your healthcare team helps you get the best and safest care possible. When you are part of and understand all discussions about your health, you will make better decisions.

How Do I Use the CAP?

- Bring a copy of your CAP to your appointment.
- Review the CAP with your doctor and healthcare team to be sure you have the aids and services you need.
- Ask staff to make sure your CAP is added to the Electronic Medical Record or paper chart.

Provider Instructions

What Is a Communication Access Plan?

A Communication Access Plan (CAP) is a one-page form that will document your patient's hearing status and communication needs. A completed CAP can help ensure that you and your patient communicate effectively using the appropriate aids and services.

Why Is the CAP important?

Delivering the best and safest care is only possible when patients can fully participate in and understand all discussions about their health and well-being and make informed decisions.

How Do I Use the CAP?

- Ask your patient to fill out a CAP.
- Review the CAP with your patient.
- Identify what aids and services you will need to provide.
- Include the CAP in the Electronic Medical Record or paper chart and inform all referrals that a CAP exists.

For additional information see *Guide for Effective Communication in Healthcare* at <http://www.hearingloss.org/content/health-care-guide>.