



ANTHONY CANNELLA

As a person with hearing loss, effective communication in medical settings is very often challenging.

Recently, I had a telehealth appointment via Zoom. I asked the provider if she could turn on the captions - she was unaware of this Zoom functionality. I explained that the IT department at the hospital needed to update the settings to allow captioning functionality for patients with hearing loss.

On a recent routine visit at my otolaryngologist's office, I had to remind the receptionist and nurse to not turn their backs to me when asking questions - their wearing masks was already making it more difficult for me to hear them.

When at a local hospital, I was asked to remove my hearing aids prior to the scheduled procedure. From the time I removed them until I was under anesthesia, I was visited by several providers asking me important questions that I could not hear. I wanted to wear my "please look at me when talking" pin, but it was not allowed in the surgical waiting room.

I recently visited with my audiologist, and she was screaming when she was speaking with me. I reminded her that she needn't scream and that if I missed something she said, I would surely let her know.

In some doctors' offices, I need to strategically position myself close to the door because I don't always hear my name being called, despite having alerted the receptionist to my hearing loss.

Anthony Cannella has been a member of HLAA since 2006 and is an active member in MA.