

COMMUNICATION ACCESS

Helpful guidance on accessing communication for individuals who are hard of hearing

CALLIER CENTER CLINICAL AUDIOLOGY

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Due to current conditions, Americans are turning to technology to keep in touch with friends and family more than ever before. This technology may include the tried and true phone call or the more current mode of communication – video chat, such as Zoom, Skype or Facetime. People with hearing loss may need some additional strategies and assistive devices to successfully communicate on these platforms.

The Callier Center provides telehealth consultations and in office services to help with all of your communication needs.

Contact us at 214-905-3030 or email an audiologist for more information.

Amplified Telephones



Amplified telephones are available which increase the volume of the phone signal. These phones may be helpful but they are not always a cure-all for phone understanding. Cell phones and landlines cut off most frequencies above 3,400 Hz including higher pitched speech sounds such as “s” and “sh”. People with hearing loss may have a difficult time filling in the gaps even with increased volume.

Captioned Telephones



Caption phones are available without charge to individuals with hearing loss. These landline phones convert phone calls into readable text. They are free through a Federal Government program and professional installation is included. Because caption phones are considered essential, they are available for installation now. Call your audiologist for more information.

Bluetooth



Bluetooth streaming to hearing aids may improve the quality of the cell phone signal for many people with hearing loss. The newest hearing aids can usually accomplish this wirelessly. Older hearing aids may need an intermediary device that clips to the listeners shirt or hangs around their neck. Your audiologists can advise you on options that work with your hearing aids.

Telecoil



Telecoils provide another way to send the phone signal directly to the hearing aid and into the ear. A telecoil is a small coil of wire built into some hearing aids which pick up electromagnetic energy from the phone and convert it into an audio signal. Contact your audiologist to determine if your hearing aids support this technology.

Video Chat



Video chat services provide the benefit of visual cues. When the listener can see lips, facial expressions and gestures, their speech understanding is enhanced. Many hearing devices can be connected to computers and cell phones for improved audio to further increase speech understanding and can use closed captioning! Your audiologist can help you connect your hearing aids.

Specialized Apps



Specialized apps are available for people with hearing loss. Apps include those that caption phone calls or audio in real time. The apps are specific to cell phone types; there are apps for Android phones and others for Apple phones. Contact your audiologist for suggestions.