

MELLAN TVÅ VÄRLDAR

Care and audiologists

Isabell

Isabell feels dizzy. The dizziness has persisted for a whole week now and she really doesn't feel good. She musters the courage to call the health clinic. The nurse who answers the phone starts asking questions. Among other things, she wants to know if Isabell has any illnesses. Isabell answers no. A little later in the conversation, it emerges that Isabell has hearing loss. It's clear that she's hard of hearing, as her hearing aids aren't properly connected to her phone. The nurse suddenly turns stern and asks why Isabell didn't bring it up as an "illness". Isabell lets out a silent sigh and does her best to explain patiently and clearly:

Hearing loss is not an illness. But the nurse disagrees. Isabell realises that the conversation has shifted to something completely different from what she called about. To finally help ease her dizziness, Isabell gave up: Sure – hearing loss is an illness.



Emma

Emma is on her way to her audiologist at Lund University Hospital for the last time. She has had the same one for as long as she can remember. Maybe ever since she was born. The audiologist actually takes care of everyone in her family who needs help with their hearing aids. It all feels very natural. Emma never has to explain anything about her hearing or her life. There is no question that the audiologist cannot answer. In addition, she has always been positive about Emma's choice of hearing aids. One of the best moments is when it's time to make new ones. The feeling when the audiologist puts that gel in her ears to make the mould is one of the most wonderful there is. Everyone should try it, Emma thinks. She remembers in fourth or fifth grade when she chose a pair of sparkly neon-green ones. Now she has a pair of boring grey ones. It almost seems like adults aren't allowed to have fun hearing aids. Why not? There must be many people who want a pair of rainbow-coloured ones with unicorns. Now that Emma has turned 18, it's time to stop seeing the wonderful audiologist. It feels sad, but also a little grown-up.



Care and audiologists

- 💡 The healthcare advice line 1177 provides tips and advice on what help is available for hearing loss.
- 💡 The Swedish Association of Hard of Hearing People's Hearing Line offers free advice on hearing care, tinnitus, hearing aids and more.
- 💡 Audiologists assist people with hearing problems, conduct hearing tests and help with fitting hearing aids.
- 💡 If you are hard of hearing, deaf, or have a speech disorder, you can apply for the SMS112 service at SOS Alarm to facilitate contact with the emergency number 112.
- 💡 According to the National Board of Health and Welfare, patients with hearing loss have the right to an interpreter. The region is responsible for providing interpreters during care visits.
- 💡 There are also a number of sign-language organisations that can provide help and support. Two examples are Boujt, which is a youth shelter, and NKJT, which is a women's shelter.



Tips for good communication

Information channels

- Important information should always be provided in writing.
- If the sound environment is poor, write down questions and answers.
- Try using your phone's speech-to-text features or chat tools to support the conversation.



Environment

- Make sure the location has good lighting and acoustics.
- Minimise background noise by, for example, closing windows and doors.
- Reduce visual impact, for instance by storing materials in covered cabinets and displaying all relevant information on a designated part of the walls.
- Round tables are preferable, where everyone can see everyone else.

Clarity

- When talking, stand close to and turn your face towards the hard of hearing person.
- Please ask what you can do to facilitate the conversation. Different people may have differing wishes and requirements.
- Don't cover your mouth and remember to speak clearly so that your lips can be read.
- If necessary, repeat what was said or use different words if the other person does not understand.
- In a meeting with several people, speak one at a time and preferably at a calm conversational pace.

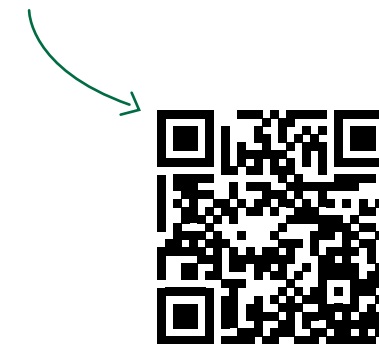


Between Two Worlds tells the story of what it's like to be young and hard of hearing and to feel caught between the hearing world and the sign language community. How it affects people's lives.

The aim is to empower young hard of hearing people and to increase understanding among family members and professionals.

Focus groups comprising young people with hearing loss and other experts have helped gather valuable experience and insights. This has resulted in a book, brochures, lectures, recorded talks and informational videos based on various themes on the subject.

Use the QR code to access all materials:



Between two worlds

**With support from the Swedish Inheritance Fund,
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National DHB Association

The Swedish National Association DHB is a family organisation for families with children and young people who are deaf, hard of hearing, or have a language disorder. We create community, spread knowledge and fight for everyone's right to participation.

To get in touch, email kansliet@dhb.se



**ALLMÄNNA
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