

Reimagining the Emergency Room: Proactively Adapting to Patients with Hearing Loss

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AGENDA

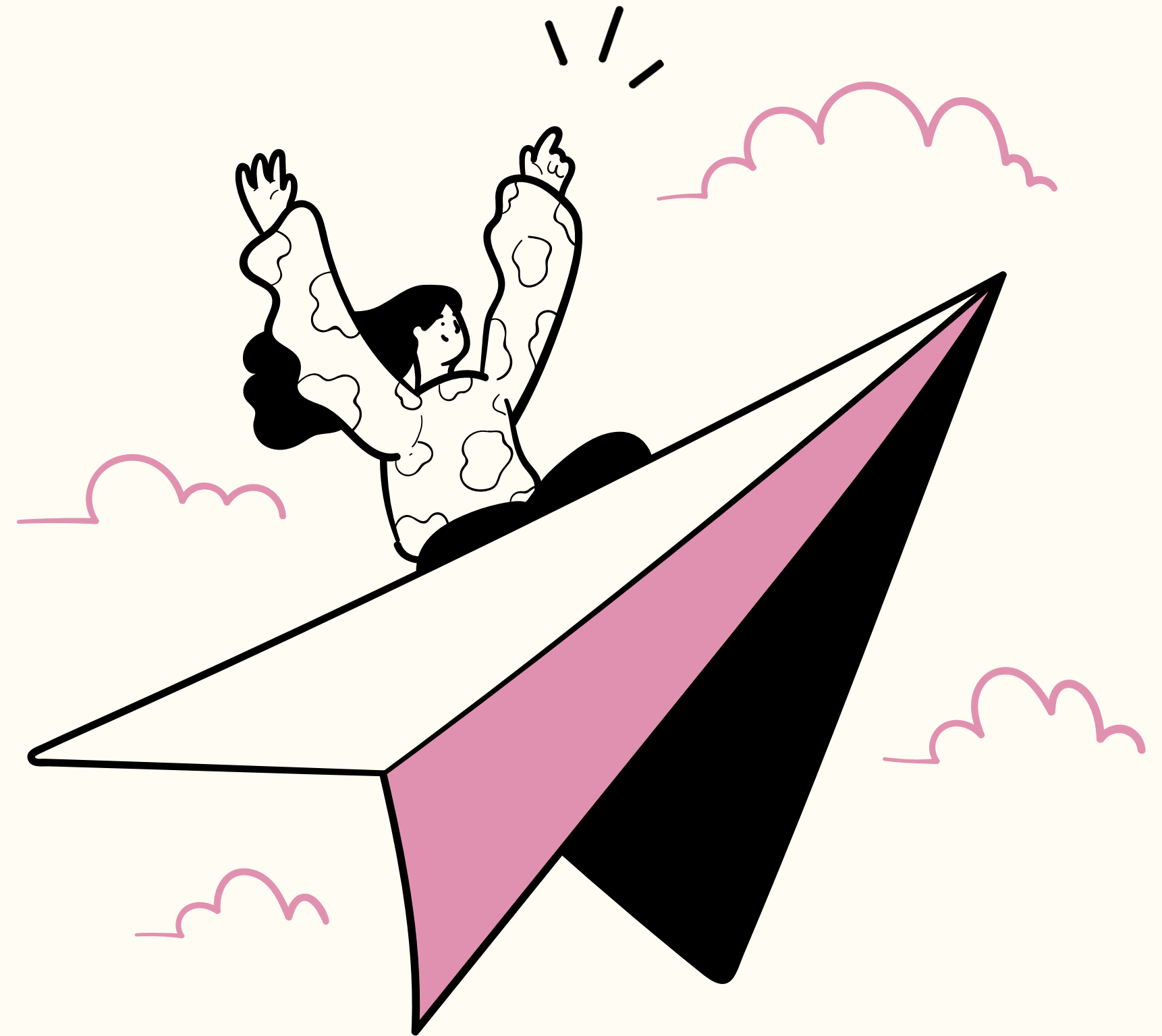
01 Introducing Stacy

02 Current Scenario

03 Reimagined Experience

04 Insights

05 Features /Conclusion



MEET STACY – Real Story, Real Struggles



CURRENT EXPERIENCE – What is the ER experience like right now?



Without visual cues, Stacy's left to guess – anxious about missing her turn or being seen as a burden.



Stacy leaves with more questions than answers – rushed, unheard, and uncertain.

"FROM FEELING INVISIBLE..."

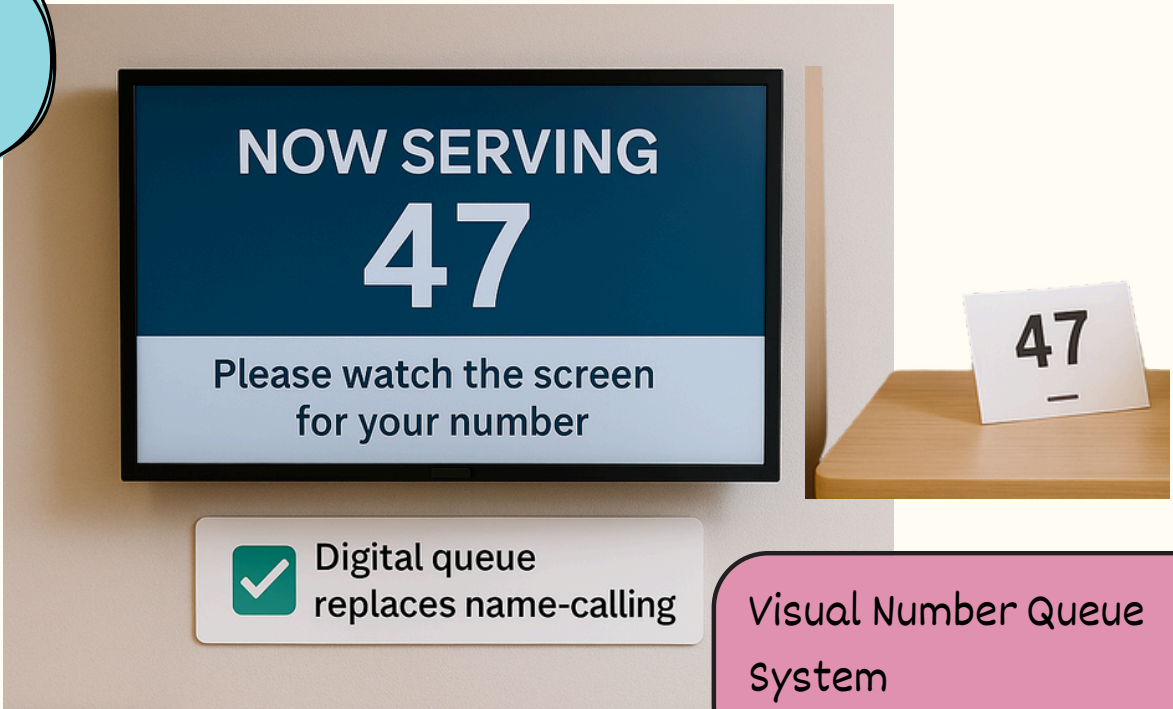
REIMAGINING THE ER

01



Colour-Coded Wristband

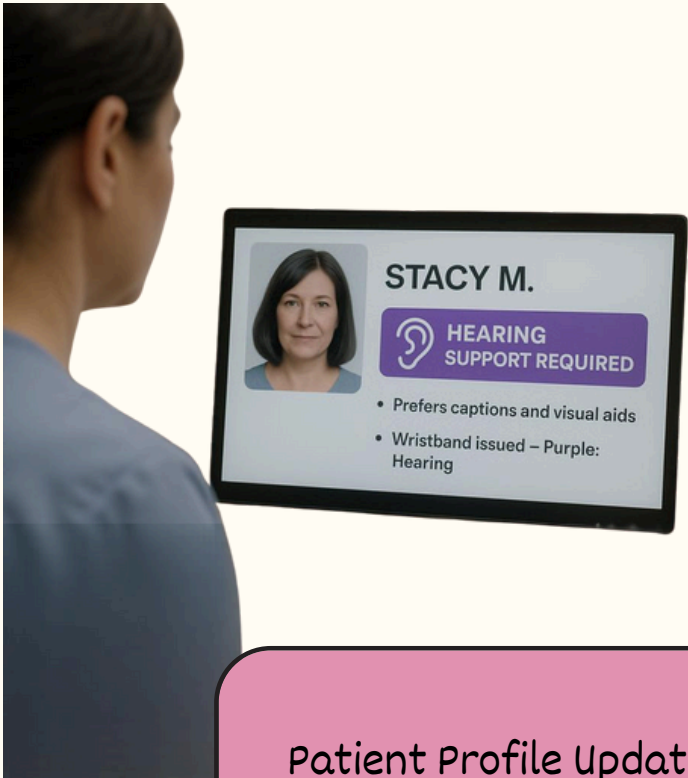
03



✓ Digital queue replaces name-calling

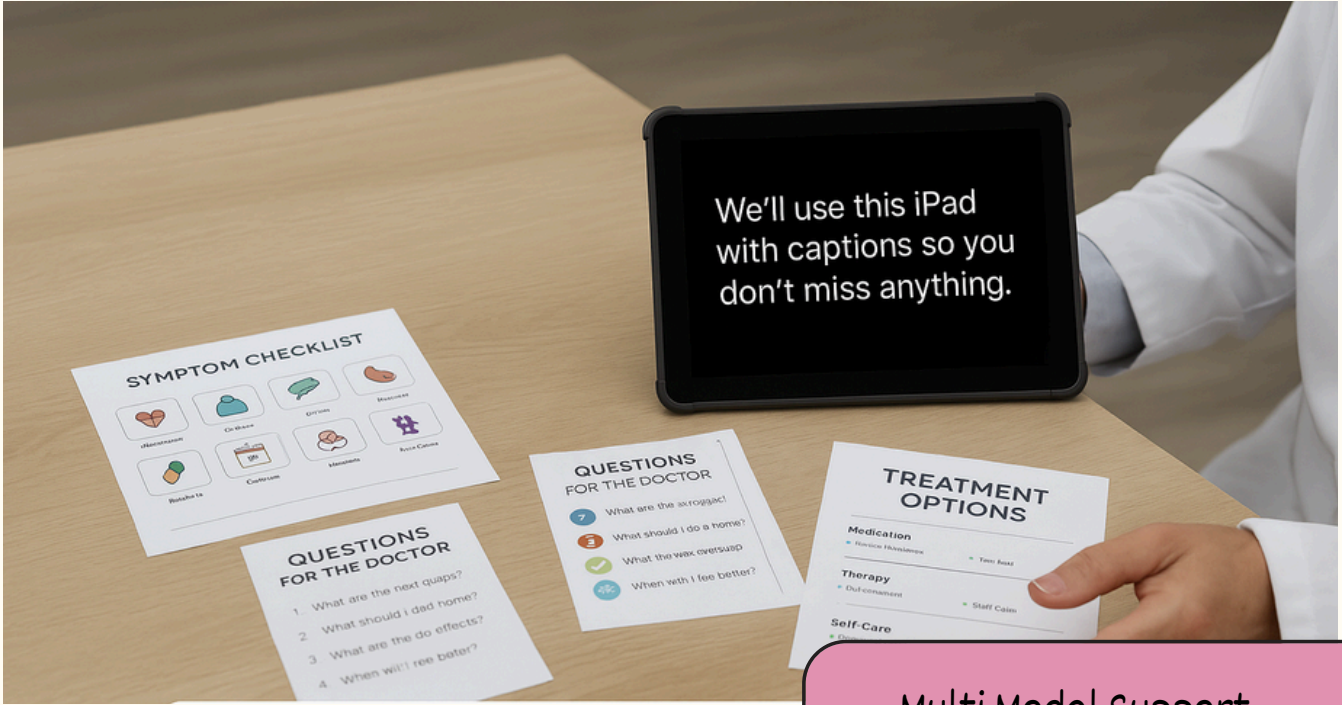
Visual Number Queue System

02



Patient Profile Update

04



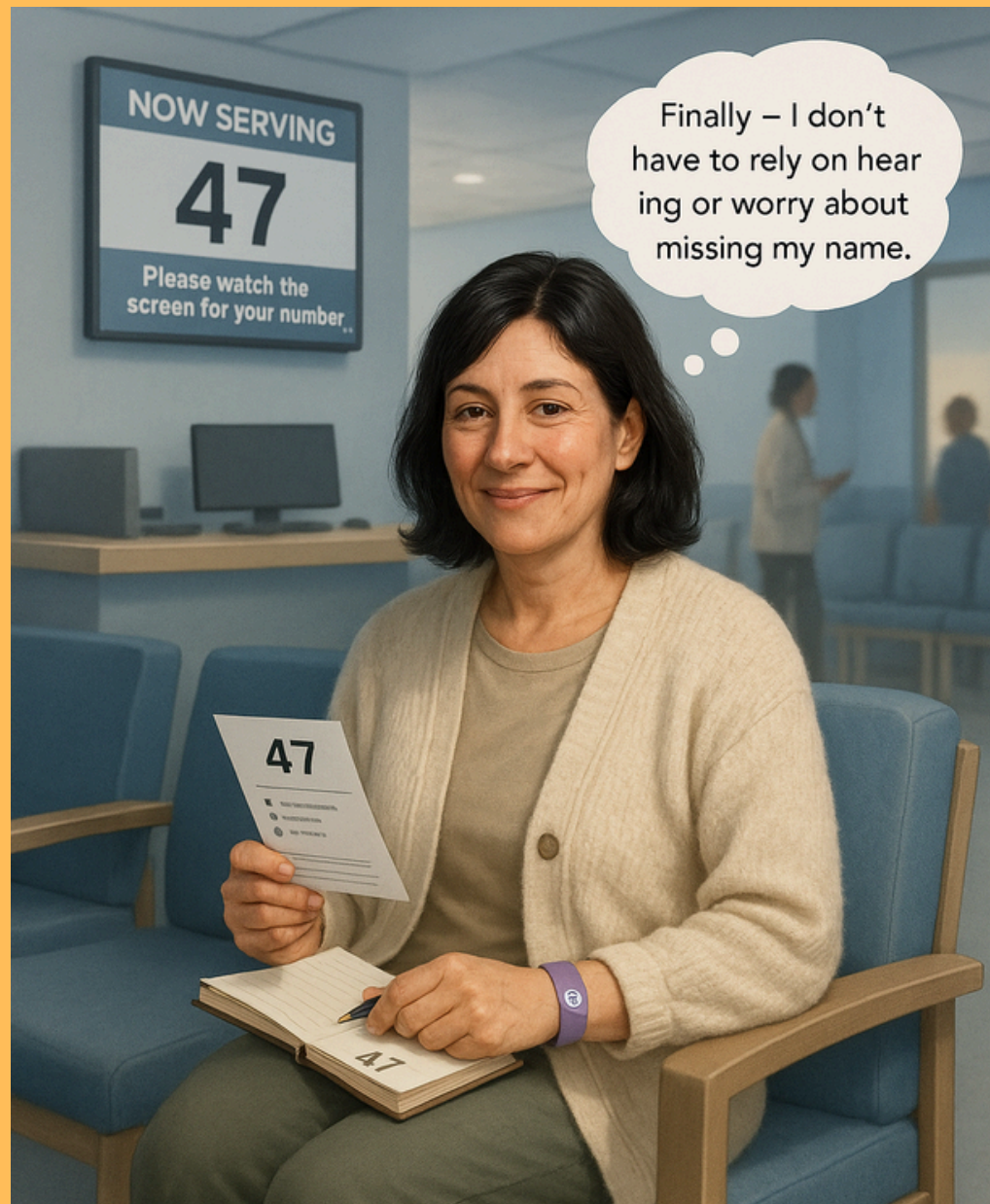
Multi Modal Support

05



Take-home summary + QR code for support"

REIMAGINING THE ER – What Changed?



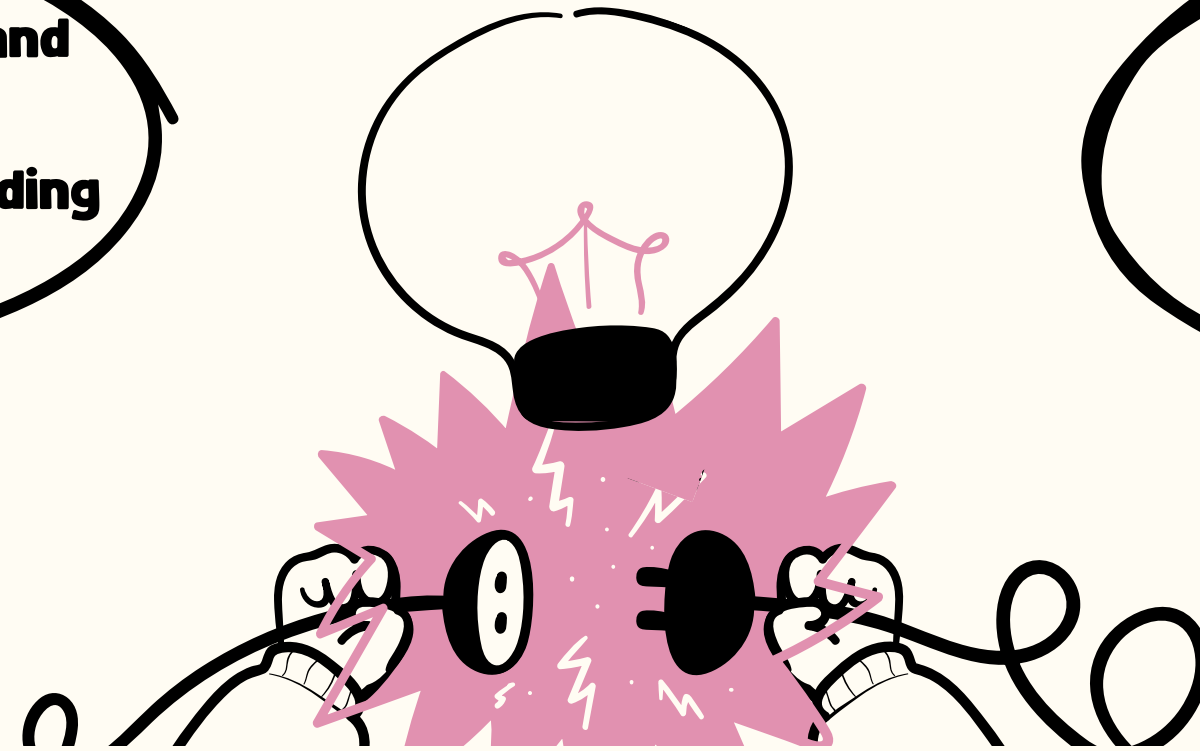
She leaves informed and in control – without fear, confusion, or feeling dismissed.

TO FEELING RESPECTED AND UNDERSTOOD."

WHAT WE HEARD - INSIGHTS

ER environments are chaotic and overwhelming, making communication difficult and leading to unnecessary delays

"It makes me feel like they don't care very much about me, like I'm not good enough. Like I'm not as good as everybody else."--Stacy



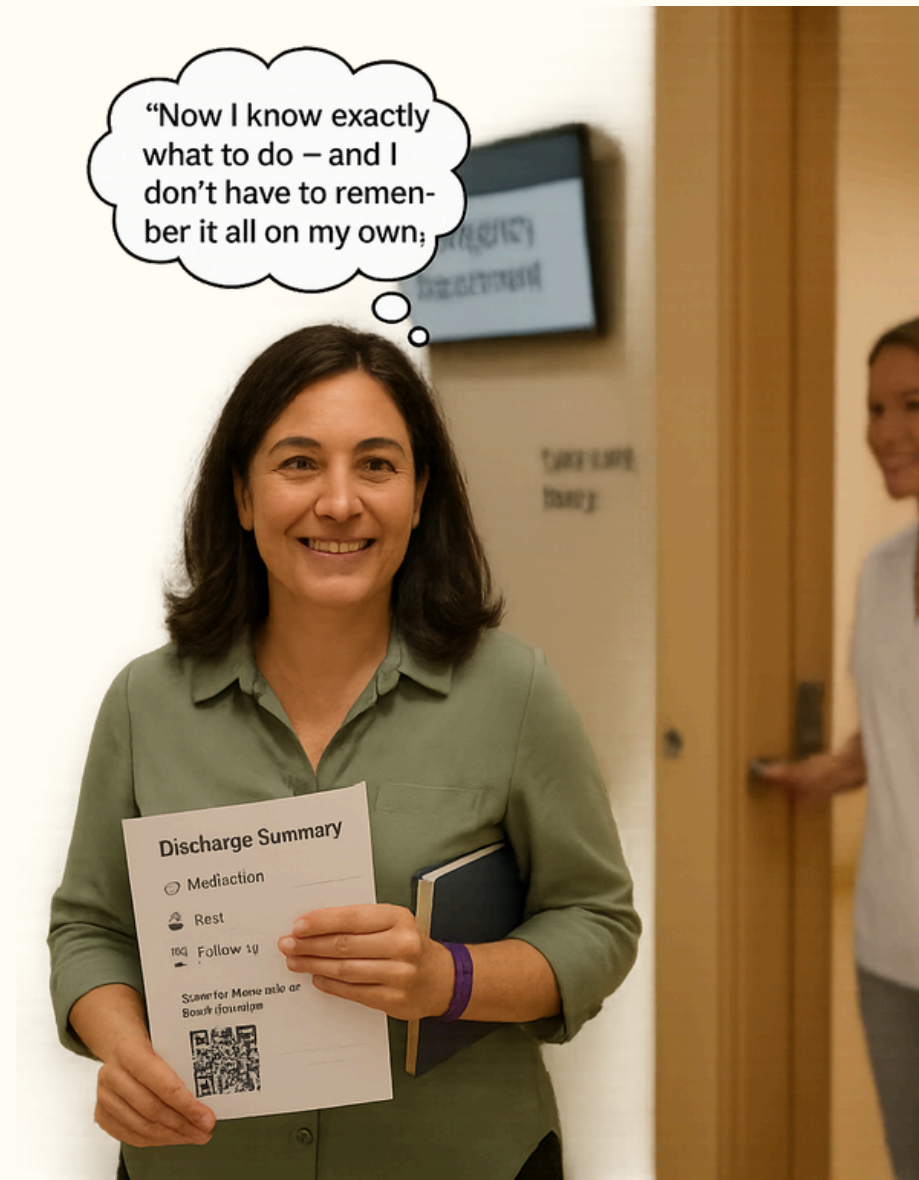
Patients with hearing loss may feel marginalized during the triage process

I couldn't hear properly. I couldn't understand and my husband was not standing with me when I was being checked in."--Stacy

Medical staff are often unaware of the unique challenges hearing-impaired patients face

"I'm literally saying to her, sue, I can't hear you. She just sits there and talks eventually."--Stacy

TRANSFORMATION – What's Different Now?



"THE REIMAGINED SYSTEM DIDN'T JUST TREAT HER SYMPTOMS , IT GAVE STACY CLARITY, DIGNITY, AND PEACE OF MIND."



SYSTEMIC IMPACT - IT WORKS FOR EVERYONE

"An inclusive ER isn't just good for one person, it works for everyone."

**THANK
you!**

