



The impact of health literacy on patient understanding of counseling and education materials:

“ All world health organizations would likely agree that **access to information starts with being able to hear it, ask questions and understand the responses.** In this regard, hearing-impaired patients are at a disadvantage. Clear communication is critical to hearing-impaired patients overall healthcare, making it even more important that hearing-impaired patients can easily access direct counseling and supplemental information. Clear communication via functioning amplification and utilization of good listening strategies can provide better access to information from all healthcare professionals. Without clear communication, it is likely that hearing-impaired patients will not become successful users of the healthcare system. It is eminent that audiologists effectively communicate with their patients about their hearing healthcare because not only does it increase the likelihood that they will be both more satisfied with their hearing healthcare and more satisfied with their overall healthcare. In this regard, audiologists are a critical link to world healthcare organization’s goal of improving health literacy for patients.

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The information patients need and personal touch they deserve.