



<https://www.mass.gov/doc/covid-19-card/download>

COVID-19 Card

Covid-19 card had been created by MCDHH to assist Deaf and Hard of hearing individuals communicate better during Medical appointments.

Instructions

- Medical Providers can use icons and communication tips from the COVID-19 card to communicate illness prevention, determining symptoms and severity and communicate treatment and care to the patients.
- Deaf or Hard of Hearing Individuals can use the icons in the card to help communicating the symptoms, severity, and ask questions about care for COVID-19.

The screenshot shows a web page with the URL <https://www.mass.gov/service-details/covid-19-card>. The page content includes:

- For use in Massachusetts:**
 - [COVID-19 Card](#)
 - [Instructions for Visual Tool](#)
- For use outside Massachusetts:**
 - [BLANK COVID-19 Card](#)
 - [BLANK Instructions for Visual Tool](#)
- [Large Print COVID-19 Card](#)
- [Screen Reader Accessible COVID-19 Card](#)

Below the links, there is a paragraph of text starting with "Steward Healthcare, one of MCDHH's community pa... Communication Tool useful in their facilities, and off... interpreting staff to create several additional langua... internal use by Steward Healthcare, they have gracio... wider dissemination through MCDHH as well. We gr... contribution."

At the bottom, there is a list of language versions:

- [COVID-19 Card \(Arabic Version\)](#)
- [COVID-19 Card \(Chinese Version 1\)](#)
- [COVID-19 Card \(Chinese Version 2\)](#)
- [COVID-19 Card \(French\)](#)
- [COVID-19 Card \(Haitian Creole\)](#)
- [COVID-19 Card \(Portuguese European\)](#)
- [COVID-19 Card \(Russian\)](#)
- [COVID-19 Card \(Spanish\)](#)
- [COVID-19 Card \(Vietnamese Version 1\)](#)
- [COVID-19 Card \(Vietnamese Version 2\)](#)



COVID-19 card for different Mediums

Additional Resources



[COVID-19 Card](#) (PDF 320.74 KB)



[Instructions for Visual Tool](#) (DOCX 13.69 KB)



[BLANK COVID-19 Card](#) (PDF 205.94 KB)



[BLANK Instructions for Visual Tool](#) (DOCX 14.2 KB)



[Large Print COVID-19 Card](#) (PDF 381.5 KB)



[Screen Reader Accessible COVID-19 Card](#) (DOCX 1.4 MB)

Next Few Slides have COVID-19 card example for Deaf or Hard of Hearing Individuals.

DEAF & HARD OF HEARING INFO - CORONAVIRUS

▶ Commonwealth of Massachusetts

<https://mass.gov/covid19>

▶ Executive Office of Health & Human Services

<https://mass.gov/eohhs>
call: Dial 211

▶ Massachusetts Commission for the Deaf and Hard of Hearing

<https://mass.gov/mcdhh>
email: MCDsafety@mass.gov



PREVENTING ILLNESS



WASH HANDS



CLEAN OBJECTS & SURFACES



DO NOT TOUCH FACE



COVER COUGH



STAY HOME



AVOID CROWDS



SOCIAL DISTANCE



AVOID TRAVEL

GET MEDICAL HELP



CONTACT DOCTOR



MEDICAL STAFF



AMBULANCE



HOSPITAL

COVID-19
Communication INFO

Instructions to prevent
COVID-19

What to do and where
to go when you have
COVID-19 symptoms

PREFERRED METHOD OF COMMUNICATION



QUICK COMMUNICATION



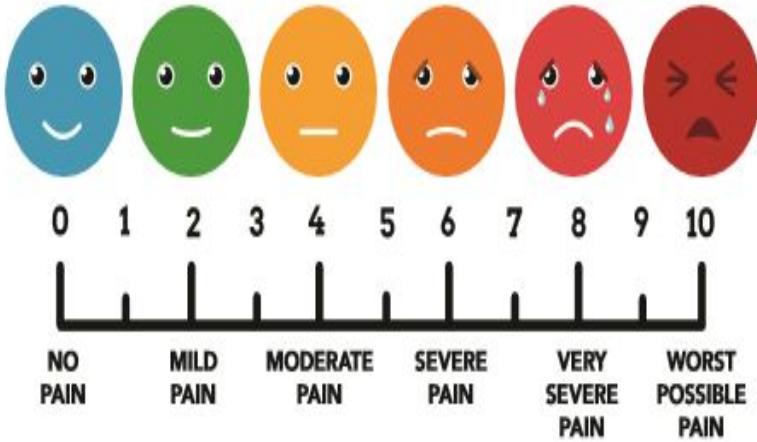
TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

Methods of Communication

Communication Signs

HOW DO YOU FEEL?



SITUATION, HISTORY & SYMPTOMS



Communicating your symptoms

HOW LONG HAVE YOU HAD SYMPTOMS?

▶ MINUTES



▶ HOURS



▶ DAYS

▶ WEEKS



▶ MONTHS

▶ YEARS

TREATMENT & CARE



MEDICAL STAFF



CONTACT DOCTOR



AMBULANCE



HOSPITAL



MEDICAL TEST



OXYGEN



INHALER



MEDICINE



CONTACT FAMILY



APPOINTMENT



STAY HOME



THROW AWAY TISSUES
CLEAN HANDS

Point out how long you had symptoms

Instructions on Treatment and Care.