

Please list 3 learner outcomes for your presentation:

1. Participants will be able to list the three relay services provided by the state of Missouri.
2. Participants will be able to refer patients with hearing loss to the most appropriate state agency for acquiring accessibility through the telephone
3. Participants will be able to explain what hearing profiles affect how people use the telephone, and give recommendations as to what assistance would best fit each profile.

Please list 3 questions for the learner assessment:

1. Given a patient who has hearing loss and wants to use the telephone, what options do they have?
2. Given a patient who has severe hearing loss and is unable to hear well enough to hold a conversation over a telephone, what is the best kind of assistance that fits their needs?
3. Given a patient who needs to get telephone equipment, how could they qualify for state assistance and where can they apply for the assistance?

Americans with Disabilities Act

- Enacted 20 years ago
- Functional equivalency
- Equal access to the telephone

