



**SGH
PGAHI**

POSTGRADUATE
ALLIED HEALTH INSTITUTE

Hello, Can You Hear Me? - Helping Your Patient Who Has a Hearing Loss

27 Mar 2025

Introduction

The Singapore Association for the Deaf estimates that there are 500,000 persons with hearing loss in Singapore. With an ageing population, where 1 in 3 adults over 65 has a hearing loss, it is important for healthcare professionals to be able to identify and respond to the needs of these patients. This course serves as an introduction to this topic and will equip participants with basic troubleshooting skills for hearing devices, in order to facilitate good communication between them and the patients.

Course Objectives

This course aims to enable participants to:

- Identify different technological solutions that would benefit patients with hearing loss
- Acquire knowledge of care and maintenance of hearing devices
- Apply relevant skills in supporting patient with hearing loss in a clinical setting
- Acquire understanding of the hearing-impaired journey - from diagnosis to intervention.
- Understand why patient needs accommodations in communication
- Spot the red flags where patient might have trouble hearing

Course Outline

This course comprises of theory and practical/hands-on components:

- Identify, troubleshoot and simple maintenance of different hearing devices
- Know different parts of hearing devices
- Identify poor listening environments for the hearing impaired with hearing devices
- Gain understanding of the of the process of diagnosis to intervention (tour of the SGH Hearing Center).
- Know the signs that a person may have hearing loss
- communication options available for the hearing-impaired person
- Acquire skills in communicating with a hearing-impaired patient through role play
- Hands-on activity with a hearing device
- Case study discussions

Target Audience

Healthcare Professionals

Quick links

[FAQs](#), [PGAHI Programmes](#), [Training Calendar](#)

Course Details

Date	: 27 Mar 2025, Thursday
Duration	: 7 hours
Time	: 9.00 am - 5.00 pm
Class Size	: 16 participants
Venue	: Therapy Skills Lab 20 College Road, Academia Level 1, S169856
Fee	: S\$700 (SingHealth) S\$780 (Regular) (inclusive of the prevailing rate of GST)

Teaching Faculty

Ms Mandy Phua, Senior Principal AVT II (Clinical) at SGH, is passionate about helping those with hearing loss improve their quality of life by equipping them with good communication skills. As one of 4 certified Auditory-Verbal Therapists practicing in Singapore, she enjoys teaching both children and adults alike. She believes that educating caregivers is important, and she has also given talks and conducted workshops for professionals from Singapore, Malaysia, Indonesia, Vietnam, Thailand, Myanmar and India

Ms Crystal Chong, is a Senior Audiologist, who graduated with a Masters Degree in Audiology Studies from Queensland University in 2011 and attained the Certificate of Clinical Practice from Audiology Australia in 2012. Over the past 10 years, she has been a practicing Audiologist in both Australia and Singapore, working in hospitals such as the Royal Brisbane and Women's Hospital, KK Women's and Children's Hospital and Singapore General Hospital. Crystal has extensive experience providing audiological diagnostic and rehabilitation services to a wide range of patients of all ages, including the elderly and paediatrics.

Registration

To register, scan the following QR code or click on the web link. Registration closes on **6 March 2025, Thursday**.



<https://form.gov.sg/6732d09de12c31199acc6695>

Upon registration, you agree to the [Terms & Conditions](#) of PGAHI.