

# Hello. I'm Deaf.

Please be patient. It is difficult for me to understand you if I can't see your lips or facial expressions.

- Please remove your mask
- Write it down in plain English
- Use gesture and pointing
- Type on a phone or device
- To access a Sign Language interpreter via video call, scan the QR code or go to [www.nzrelay.co.nz](http://www.nzrelay.co.nz)



Check that I understand before you start any procedures. Thank you.

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**Te Whatu Ora**  
Health New Zealand

# Hello. I'm Hard of Hearing.

**Please be patient. It is difficult for me to understand you if I can't see your lips or facial expressions.**

- Please remove your mask
- Write it down in plain English
- Use gesture and pointing
- Type on a phone or device

**Check that I understand before you start any procedures. Thank you.**

