

RESOURCES

Arizona Center for Disability Law Guide:

acd.com/New_Logo_Guides/ADA_3_New_Logo.pdf

Arizona Technology Access Program—Assistive Technology Equipment Loans:

www.azatdemoloanprogram.org

Assistive Technology Vendors:

www.acdhh.org/resources/directory

Hearing Loss Association of America:

www.hearingloss.org

Better Hearing Institute:

www.betterhearing.org

FOR MORE INFORMATION
AND FOR A LIST OF ASSISTIVE
TECHNOLOGY VENDORS,
CONTACT THE ARIZONA
COMMISSION FOR THE DEAF
AND THE HARD OF HEARING



Arizona Commission
for the deaf and the hard of hearing

100 N. 15th Ave, Ste. 104
Phoenix, AZ 85007

(602) 542-3323 V
(480) 559-9441 VP
(602) 364-0990 TTY
1-800-352-8161 (In State Only)

www.acdhh.org
info@acdhh.az.gov

The purpose of the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) is to ensure, in partnership with the public and private sector, accessibility for the deaf and the hard of hearing to improve their quality of life.



Healthcare
Providers Curriculum



**PARTNERS IN
COMMUNICATION**

**MEDICAL PROVIDERS
AND HARD OF
HEARING PATIENTS**



Arizona Commission
for the deaf and the hard of hearing

GUIDELINES FOR EFFECTIVE COMMUNICATION

- Get the person's attention.
- Keep your face and mouth visible.
- Be sure your face is adequately lit.
- Face the person directly when speaking.
- Only one person should speak at a time.
- Use an Assistive Listening Device.
- Reduce background noise or move to a quieter location.

DURING THE CONVERSATION

- Speak clearly and at a moderate pace.
- Speak just a bit louder.
- Ask a question to see if you are understood.
- Write down information or key words.
- Be aware that accents or slang may be difficult to understand.



PARTNERS IN COMMUNICATION

What Are the Responsibilities of a Medical Provider?

Effective Communication is essential to provide safe, quality healthcare, and impacts assessment, treatment, and diagnosis. Ineffective Communication causes misdiagnosis, medication errors, and inappropriate treatment.

Title III of the Americans with Disabilities Act prohibits discrimination against individuals with disabilities by places of public accommodation. Title III of the ADA applies to all private and public healthcare providers regardless of the size of the office or the number of employees.

Healthcare providers have a duty to provide effective communication - using auxiliary aids and services to ensure effective communication with people who have a hearing loss.

Examples of Auxiliary Aids That Meet ADA Requirements:

- Assistive Listening Devices
- Open/Closed Captions
- Amplified and/or captioned telephone
- Communication Access Real-time Translation (CART)

Who is responsible for payment for the auxiliary aid?

A healthcare provider may not charge a patient for the costs of providing auxiliary aids. Some insurance companies may cover the costs of an auxiliary aid, however, a healthcare provider is expected to regard the costs of providing auxiliary aids and services as part of the annual overhead costs of operating a business.

Tax Credits are available to businesses who make accommodations in compliance with the ADA.

For more information, see:

<http://www.irs.gov/pub/irs-pdf/f8826.pdf>

WHAT ARE THE RESPONSIBILITIES OF A HARD OF HEARING PATIENT?

The Hard of Hearing patient should notify their medical provider at the time an appointment is scheduled that they are Hard of Hearing and may need an auxiliary aid. This should be done with each appointment. It may take the medical provider several days to get an auxiliary aid or to arrange accommodations, so as much time as possible should be given.

What if the healthcare provider refuses to provide auxiliary aids or effective communication?

The Hard of Hearing patient may do one or all of the following things:

- Contact the Arizona Commission for the Deaf and the Hard of Hearing for assistance and guidance
- File a written complaint with the Civil Rights Division of the Arizona Attorney General's Office
- File a written complaint with the U.S. Department of Justice
- File a written complaint with the Office for Civil Rights of the U.S. Department of Health and Human Services
- File a lawsuit against the healthcare professional

