

RESOURCES

ACDHH Provides Healthcare Training to Medical Professionals:

<http://www.acdhh.org/about-the-commission/outreach-curriculum/healthcare>

American Medical Association:

www.ama-assn.org/ama/pub/physician-resources/legal-topics/regulatory-compliance-topics/the-americans-disabilities-act-hearing-interpreters.page

Arizona Center for Disability Law Guide:

<https://www.azdisabilitylaw.org/wp-content/uploads/2016/04/ADA-3-Health-Care-Interpreters-New-Logo1.pdf>

Arizona Technology Access Program— Assistive Technology Equipment Loans:

www.azatdemoloanprogram.org

Hearing Loss Association of America:

www.hearingloss.org

Questions & Answers for Healthcare Providers from the National Association of the Deaf:

nad.org/issues/health-care/providers/questions-and-answers

FOR MORE INFORMATION AND

A LIST OF ASSISTIVE

TECHNOLOGY VENDORS OR

A LIST OF LICENSED

INTERPRETERS AND AGENCIES,

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, Suite 104
Phoenix, AZ 85007

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

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

for the Deaf and the
Hard of Hearing



**More than 1.1 million
Arizonans have
hearing loss**

**Patients and Providers
Partners in
Communication**

Arizona Commission
for the deaf and the hard of hearing

WHAT ARE THE RESPONSIBILITIES OF A MEDICAL PROVIDER?

Effective communication is essential to providing safe, quality healthcare. Ineffective communication impacts patient assessment and often causes misdiagnosis, medication errors, and inappropriate treatment.

Title III of the Americans with Disabilities Act guarantees that deaf and hard of hearing patients will receive effective communication from medical providers, and states that providers should interact with patients to determine what type of auxiliary aids are needed to ensure effective communication.

Title III applies to places of public accommodation, including all private and public healthcare providers regardless of the size of the office or the number of employees.

Examples of Auxiliary Aids That May Meet ADA Requirements:

- Licensed Interpreters
- Communication Access Realtime Translation (CART)
- Assistive Listening Devices

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>

COMMUNICATION TECHNIQUES

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

WORKING WITH INTERPRETERS

An American Sign Language interpreter is an intermediary who facilitates communication between people with hearing loss or speech difficulties and those without hearing loss. ASL interpreters may specialize in sign language, oral, or another communication method.

Interpreters **must be licensed** in the State of Arizona to work in medical settings. Public accommodations cannot require an individual to provide their own interpreter. ACDHH discourages the use of volunteers and family members in these environments.

WHAT ARE THE RESPONSIBILITIES OF A DEAF OR HARD OF HEARING PATIENT?

The patient should notify their medical provider, at the time an appointment is scheduled, that they are Deaf or Hard of Hearing and will need a licensed interpreter or other auxiliary aid. This should be done with each appointment. It may take the medical provider one to two weeks to arrange accommodations.

What if the healthcare provider needs more information to provide auxiliary aids or effective communication?

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

- Contact the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) for assistance and guidance
- Contact the Arizona Center for Disability Law (ACDL)
- Contact the National Association of the Deaf (NAD)
- Contact the Hearing Loss Association of America (HLAA)
- Contact the Arizona Technology Access Program (AzTAP)



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