

RESOURCES

American Medical Association:

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

Interpreting Agencies:

www.acdhh.org/resources/directory

Arizona Center for Disability Law Guide:

acdl.com/New Logo Guides/ADA 3 New Logo.pdf

Joint Commission—Improving Patient Provider Communication (4 parts):

www.jointcommission.org/multimedia/improving-patient-provider-communication---part-1-of-4/

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 FOR 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, 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 DEAF PATIENTS**



Arizona Commission
for the deaf and the hard of hearing

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:

- Licensed Interpreters
- Computer-Aided Transcription Services (CART)
- Open/Closed Captions
- Telecommunications Devices for the Deaf (TDD)

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>

TIPS FOR WORKING WITH INTERPRETERS

What is an American Sign Language Interpreter?

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 unless interpreting in a K-12 educational setting, a religious setting, or on a volunteer basis with no pay in non-legal settings.

The Americans with Disabilities Act of 1990 requires businesses, public entities and places of public accommodation to provide effective communication for people with disabilities. This can include ASL interpreters.

When scheduling an Interpreter, please provide the following information:

Who?	Which Day(s)?
What?	What Time(s)?
Where?	Setting(s)?
Other specifics?	

“ COURTS HAVE FOUND AN ADA VIOLATION WHERE THE HEALTHCARE PROFESSIONAL DECIDES NOT TO USE AN INTERPRETER AND THERE IS EVIDENCE THAT THE METHOD USED DID NOT RESULT IN EFFECTIVE COMMUNICATION. ”

- THE AMERICAN MEDICAL ASSOCIATION

WHAT ARE THE RESPONSIBILITIES OF A DEAF PATIENT?

The Deaf patient should notify their medical provider at the time an appointment is scheduled that they are Deaf and will need a licensed interpreter or other auxiliary aid. This should be done with each appointment. It may take the medical provider several days to get an interpreter or other aid, so as much time as possible should be given.

What if the healthcare provider refuses to provide a licensed interpreter or other auxiliary aid?

The Deaf 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



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