

Americans with Disabilities Act

Interpreting Services



Reminder:

Methodist Le Bonheur Healthcare is reaching its first year anniversary date in our ADA (American with Disabilities Act) Settlement Agreement proposed by the US Attorney General. This Settlement Agreement ensures that all of our Health Care Providers and Associates communicate appropriately and effectively with patients and caregivers who have disabilities and or language barriers that may compromise effective and meaningful interaction. Interpreting services and devices are used to facilitate communication about issues related to the care of the patient (i.e., informed consent, explanation of treatment, discharge instructions, etc).

NOTICE TO PHYSICIANS

If you recognize or have any reason to believe that a Patient, relative, or close friend or Companion of a Patient is deaf or hard-of-hearing, you should advise the person that appropriate auxiliary aids and services, such as sign language and oral interpreters, TTY's, note takers, written materials, volume controlled telephones, assistive listening devices, telephones compatible with hearing aids, will be provided free of charge. If you are the responsible health care provider, you should ensure that such aids and services are provided when appropriate.

Please request the use of these aids and services when planning communications with these patients, family members or Companions. The Administrative Supervisors/ designee at each facility can assist in coordinating these services and aids. This offer and advice should likewise be made in response to any overt request for appropriate auxiliary aids or services from patients or their caregivers.

ADA Phys.Train.Ann.10.08

Americans With Disabilities Act – Title III

- Prohibits discrimination on the basis of a disability or the association of a person with a disability
- Includes deaf, blind and hard-of-hearing patients and their family members or companions
- Ensures the provision of auxiliary aids and services to ensure effective communication

Who are Companions?

- Individuals that communicate for the patient or about the patient regarding treatment decisions; or
- Legally acts on behalf of the patient about health care decisions; or
- Communicates with the health care team concerning the patient's medical condition and
- May or *may not always* be the caregiver and
- May have the communication disability

What To Do:

- Assess your patient/ caregiver/ companion for communication needs
- Request interpreters and auxiliary aids for preadmission and during hospitalization
- Request interpreter or auxiliary aids for communications, physician rounds with patient/ family etc.
- PLAN for communication to expedite your time with the patient/ family/ companion