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Owner Sarah Brown
Policy Area Compliance
References CARF, Policy

Providing Auxiliary Aids for Persons with Disabilities

POLICY:

Confluence Health takes appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing or blind or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, financial and insurance benefits forms. All necessary auxiliary aids and services shall be provided without cost to the person being served.

PROCEDURES:

A. Identification and assessment of need:

1. Confluence Health (CH) provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures, handbooks, website and through notices posted in waiting rooms and lobbies. When an individual self identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

B. Provision of Auxiliary Aids and Services:

1. For Persons Who Are Deaf or Hard of Hearing:
 - a. Sign Language Interpretation
 - i. For in-person sign language interpretation, consult the

Confluence Health Interpreter Access Guide for a list of available qualified interpreters.

- ii. Video sign language interpretation is available to Confluence Health Departments through Stratus InDemand and Certified Languages International.
- iii. Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. NOTE: Children and other patients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

b. Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing.

- i. To communicate with a deaf or hard of hearing person by telephone who has specialized telecommunication equipment (such as a TTY or TDD) use the state relay system by calling 711 or 1-800-833-6384.
- ii. Other forms of communication such as text and email are also used if agreed to by the patient.

c. Other forms of auxiliary aids and services such as note takers, written copies of verbal information, or other support will be provided at the department level.

2. For Persons Who are Blind or Who Have Low Vision:

- i. In addition to reading; large print, taped or electronically formatted materials are available on an as needed basis at the department level. Staff will assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format. Staff will communicate the information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by talking or reading out loud to persons who are blind or who have low vision. Other written documents can also be made available as needed in alternate formats.

3. For Persons With Speech Impairments, Manual Impairments, or other Impairments:

- i. Staff will assist persons with disabilities or impairments to ensure effective communication. As each case will be individualized, staff will use a customized approach to ensure appropriate and effective communication tools are used.

REFERENCES AND RELATED DOCUMENTS:

- A. [Patient Rights and Responsibilities](#)
- B. [Communication with Persons with Limited English Proficiency](#)
- C. [ADA Accessibility](#)
- D. RCW 49.60
- E. CARF Medical Rehabilitation Standards Manual

****Note: policy must be published on the Confluence Health website as updates occur.**

Approval Signatures

Step Description	Approver	Date
PolicyStat Administrator	Crista Davis: Regulatory Standards Coordinator	3/1/2022
EVP/CMO	Jason Lake: Chief Medical Officer	3/1/2022
Internal Affairs Committee	Sarah Brown: VP Risk and Regulatory	2/28/2022
VP	Sarah Brown: VP Risk and Regulatory	2/28/2022
	Sarah Brown: VP Risk and Regulatory	2/28/2022