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, call the CH Contact Center for a list of available qualified interpreters.
         ii. For video sign language interpretation, any CH department with In Demand can use In Demand for video sign language interpretation.
         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. ACHC Standards: DRX2-8A
F. CARF 2018 Medical Rehabilitation Standards Manual Section 1.L
G. **Note: policy must be published on the Confluence Health website as updates occur.

Attachments: No Attachments

Approval Signatures

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<td>CEO</td>
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