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Next Review	4/29/2027		

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 many types of communication, including, but not limited to, communication of information contained in important documents, waivers of rights, consent to treatment forms, and 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 located in the policy "Communication with Persons with Limited English Proficiency Policy" for a list of available qualified interpreters.

ii. Video sign language interpretation is available to Confluence Health Departments through an external vendor

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 may not be used as interpreters unless specifically requested by that individual and then only after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response must be documented in the person's file. NOTE: Children and other patients may not be used to interpret, in order to ensure confidentiality of information, accurate communication, and the protection of patient rights.

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 may 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, audio 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	4/29/2026
CEO	Andrew Jones: Chief Executive Officer	4/28/2026
VP	Kris Deyerle: VP General Counsel	4/28/2026
VP/Compliance Officer	Sarah Brown: VP Risk and Regulatory	4/22/2026
Manager	Heather Fennell: Compliance Manager	4/17/2026
	Sarah Brown: VP Risk and Regulatory	4/17/2026

Standards

No standards are associated with this document