

TRAINING MODULE: COMMUNICATION OF INFORMATION TO PERSONS WITH DISABILITIES

PURPOSE:

To facilitate communication of information to qualified persons with disabilities, including those who are deaf, hard of hearing, blind, or who have sensory or manual impairments.

POLICY:

Bates County Memorial Hospital (“BCMh”) will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, 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, etc. All necessary auxiliary aids and services shall be provided without cost to the person being served.

PROCEDURE:

1. Identification and assessment of need:

“BCMh” provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures and through notices posted in our hospital. 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.

2. Provision of Auxiliary Aids and Services:

“BCMh” shall provide the following services or aids to achieve effective communication with persons with disabilities:

A. For Persons Who are Deaf or Hard of Hearing

- (1) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the nursing supervisor on duty (660-200-7090) is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

In the event that an interpreter is needed, the nursing supervisor in charge (660-200-7090) is responsible for obtaining an outside interpreter.

(a) The Resource List that list interpreters' is located on Bates County Memorial Hospital's intranet page.

(b) The Resource List is maintained and updated by Social Services of Bates County Memorial Hospital.

(2) Communicating by Telephone With Persons Who Are Deaf or Hard of Hearing:

"BCMh" utilizes a Telecommunication Device for the Deaf (TYT/TDD) for external communication. The telephone number for the TDD is 660-200-7089. The TDD and instructions on how to operate it are located in the Emergency Department of Bates County Memorial Hospital.

(3) For the following auxiliary aids and services, staff will contact the nursing supervisor in charge (660-200-7090), who is responsible to provide the aids and services in a timely manner:

Telephone handset amplifiers; telecommunication devices for deaf persons; sign language interpreters (located on the resource list); communication boards; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.

(4) 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 record. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

Children and patients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

B. For Persons Who are Blind or Who Have Low Vision

(1) Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to person who are blind or who have low vision.

(2) For the following auxiliary aids and services, staff will contact the nursing supervisor in charge (660-200-7090) who is responsible to provide the aids and services in a timely manner:

Communication boards; large print or taped materials; or other effective methods that help make visually delivered materials available to individuals who are blind or

who have low vision. In addition, staff is available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

C. For Persons With Speech Impairments

To ensure effective communication with persons with speech impairments, staff will contact the supervisor in charge (660-200-7090), who is responsible to provide the aids and services in a timely manner:

Writing materials and TYY are available to communicate with persons with speech impairments. A speech pathologist may also be utilized as needed.

D. For Person With Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:

General use phones can be utilized as speaker phones or other effective methods that help to ensure effective communication by individuals with manual impairments. Staff will contact the nursing supervisor in charge (660-200-7090) who is responsible to provide the aids and services in a timely manner.