

Subject: Access-Vision,Hearing,Speech Impaired Page 1 of 3

Goal:

To ensure communication and delivery of appropriate medical care to Tuality Health Alliance (THA) members who have difficulty communicating due to a disability (examples include but not limited to sensory impairment).

Policy:

Written communication or signing tools used to assist hearing impaired and speech disabled patients; will be provided to supplement oral communication. Access to medical care and communication services provide quality access to special needs members.

Procedure:

- I. THA identifies members that need alternative communication methods by reviewing the monthly demographic report provided from DMAP.

- II. Communication with a Vision Impaired Person:
Upon identifying a patient as vision impaired, the Provider will initiate measures to ensure clear communication and to provide a secure environment. Minimum requirements for vision impaired patients are to supplement written communication.
 - A. Provider's office identifies member as "vision impaired".
 - B. Orient the member to the office.
 - C. Introduce yourself each time you approach the member.
 - D. Clearly explain diagnostic and therapeutic measure(s). This helps increase the member's awareness and reduces anxiety.
 - E. Ensure the identification of each person who enters the member's environment.
 - F. Accommodate Seeing Eye dogs and remind staff not to pet dog while in harness.
 - G. Document accommodations made in the medical record.

- III. Communication with Hearing or Speech Impaired Members

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- A. Upon identifying a member as hearing or speech impaired, THA will initiate measures to ensure clear communication and to provide a secure environment. Minimum requirement for hearing and/or speech-impaired patients is written communication or signing tools.
 - B. Orient the member to the office.
 - C. Use written communication tools in the absence of a communicator provided the member is not also vision impaired
 - D. Inquire of the member their preference for either a communicator or lip reading. If their preference is for a communicator; schedule a communicator in advance of appointments.
 - E. A minor child should not be used as a communicator. Family members or friends should only be used as communicators if the member prefers them to a Tuality Healthcare obtained communicator and staff is satisfied with the quality of communication. Document preference and accommodations made in the medical record.
- IV. Use of Communication Services
THA members who are hearing impaired have access to the TTY line for any questions they may have. THA members may access the TTY line by calling the Sprint TRS numbers for Oregon -- *1-800-735-2900 Voice/TTY1-800-735-3896 Spanish* .

For **THA OHP** members, the chart below is a list of the following companies that have service contracts with Tuality Healthcare.

Interpreter Service	Type of Interpreting	Phone Number
Passport to Languages	All Languages – On Site	503-297-2707 After hours 877-722-2090

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Certified Language Interpreters (CLI)	All languages, including in-person and deaf interpreting	1-800-225-5254 Access Code: TUALIT
Pacific Interpreters	All languages - Telephonic	1-800-264-1552
Sprint Relay	TTY - Hearing impaired	1-800-735-2900

Reference: OAR 410-141-0220
2011-2012 FCHP Contract
See related Policy THA I-4-Interpreter Services

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THA Plan Director

THA Medical Director