



**SETTLEMENT AGREEMENT
UNDER THE AMERICANS WITH DISABILITIES ACT
BETWEEN
THE UNITED STATES OF AMERICA
AND
MCLAREN HEALTH CARE CORPORATION
UNITED STATES DEPARTMENT OF JUSTICE DJ # 202-37-322**

A. BACKGROUND

1. The parties to this settlement agreement (“Agreement”) are the United States of America and McLaren Health Care Corporation (“McLaren”). McLaren owns and operates multiple hospitals and outpatient health centers throughout the state of Michigan, including through its subsidiary, the Karmanos Cancer Institute.
2. McLaren provides healthcare services throughout Michigan, including but not limited to the following hospitals and provider-based outpatient facilities: 1) McLaren Bay Region; 2) McLaren Bay Special Care; 3) McLaren Caro Region; 4) McLaren Central Michigan; 5) McLaren Flint; 6) McLaren Greater Lansing-McLaren Orthopedic Hospital; 7) McLaren Lapeer Region; 8) McLaren Macomb; 9) McLaren Northern Michigan; 10) McLaren Oakland; 11) McLaren Port Huron; ; 12) McLaren Thumb Region; and 13) Karmanos Cancer Institute. This Agreement shall apply to these facilities, and any additional hospitals and provider-based outpatient sites opened by McLaren in Michigan during the term of this Agreement.
3. The parties share a mutual interest in promoting and maintaining equal access to healthcare services by persons who are deaf or hard of hearing. This Agreement shall require policies and procedures are in place at McLaren facilities to ensure effective communication with Patients and Companions, so that each may participate in or benefit from the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of McLaren.
4. In 2022, the United States was alerted to potential issues with the provision of auxiliary aids and services at McLaren facilities which would violate the Americans with Disabilities Act of 1990 (ADA). As a result, the United States initiated an investigation and compliance review of McLaren and how its staff communicates with Patients and Companions pursuant to its obligations under Title III of the ADA. 42 U.S.C. § 12188; 28 C.F.R. § 36.502.

B. TITLE III COVERAGE

5. The United States Department of Justice, of which the United States Attorney's Office is a component, is authorized under 42 U.S.C. § 12188 and 28 C.F.R. § 36.502 to conduct compliance reviews of covered entities when there is reason to believe there may be a violation of Title III of the ADA. It also has the authority to use alternative means of dispute resolution, where appropriate, including settlement negotiations to resolve disputes, and to bring a civil action in federal court in any case where the Attorney General has reason to believe that a pattern or practice of discrimination exists or that raises an issue of general public importance. 42 U.S.C. §§ 12188(b), 12212; 28 C.F.R. §§ 36.502, 36.503, and 36.506.
6. McLaren is a “public accommodation” within the meaning of Title III of the ADA, 42 U.S.C. § 12181(7)(F), and its implementing regulation at 28 C.F.R. § 36.104, because it is a private entity that owns and operates hospitals, clinics, or medical facilities, which are places of public accommodation. 42 U.S.C. § 12181(7)(F); 42 U.S.C. § 12182(a).
7. The ADA prohibits discrimination on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of places of public accommodation. 42 U.S.C. § 12182(a); 28 C.F.R. § 36.201(a). Discrimination includes failing to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than any other individual because of the absence of auxiliary aids and services. 42 U.S.C. § 12182(b)(2)(A)(iii); 28 C.F.R. § 36.303.
8. McLaren fully cooperated with the United States’ investigation in this matter. As a result of its investigation, the United States concluded that McLaren violated the ADA by failing to provide certain deaf individuals with appropriate auxiliary aids and services as required by the ADA. The United States determined that violations occurred at the following locations: McLaren Lapeer Region; McLaren Greater Lansing-McLaren Orthopedic Hospital; McLaren Macomb; McLaren Northern Michigan; McLaren Flint; Karmanos Cancer Institute; and McLaren Port Huron. McLaren expressly denies that it has violated Title III of the ADA, and does not admit any liability or responsibility for the facts uncovered and conduct alleged as part of the United States’ investigation. The parties agree that it is in their best interests, and the United States believes that it is in the public interest, to resolve this investigation on mutually agreeable terms. This Agreement may not be construed as an admission of liability, wrongdoing, or any violation of the law by McLaren.

C. DEFINITIONS

9. The term “Auxiliary Aids and Services” includes Qualified Interpreters provided on-site or through video remote interpreting (VRI) services; note takers; real-time computer-aided transcription services; written materials; exchange of notes; telephone handset amplifiers; assistive listening devices; telephones compatible with hearing aids; closed

caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunication devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing. 28 C.F.R. § 36.303(b)(1).

10. The term “McLaren Personnel” means all employees of McLaren’s facilities who have, or are likely to have, patient care responsibilities or job duties that require direct contact with Patients and Companions, both full, part-time, and contingent, as well as independent contractors with contracts to work on a substantially full-time or part-time basis at McLaren’s facilities, including without limitation nurses, physicians, social workers, technicians, admitting personnel, billing staff, security staff, therapists, and volunteers.
11. The term “Patient” shall be broadly construed to include any individual who is deaf or hard of hearing seeking access to, or participating in, the goods, services, facilities, privileges, advantages, or accommodations of McLaren.
12. The term “Companion” means a person who is deaf or hard of hearing and is a family member, friend, or associate of an individual seeking access to, or participating in, the goods, services, facilities, privileges, advantages, or accommodations of McLaren, who, along with such individual, is an appropriate person with whom McLaren Personnel should communicate. 28 C.F.R. § 36.303(c)(1)(i).
13. The term “Qualified Interpreter” means an interpreter who, via a VRI or on-site service, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. 28 C.F.R. § 36.104. Qualified Interpreters include, for example, ASL interpreters, oral transliterators, interpreters for individuals who are deaf-blind, and also include tactile interpreters and cued-language transliterators.
14. The term “Video Remote Interpreting Service” or “VRI” means real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video or wireless connection that delivers high-quality video images; a sharply delineated, continuous image that is large enough to display the interpreter’s and participating individual’s face, arms, hands, and fingers; and a clear, audible transmission of voices. 28 C.F.R. § 36.303(f).

D. RELIEF

Prohibition of Discrimination

15. **Nondiscrimination**. McLaren shall not discriminate against any individual with a disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations it provides. 42 U.S.C. § 12182(a).

- 16. Discrimination by Association.** McLaren shall not deny equal services, accommodations, or other opportunities to any individual because of the known relationship of that person with someone who has a disability. 42 U.S.C. § 12182(b)(1)(E).
- 17. Retaliation and Coercion.** McLaren shall not retaliate against or coerce in any way any person who made, or is making, a complaint, including an informal complaint with a McLaren facility, according to the provisions of this Agreement, or exercised, or is exercising rights under this Agreement or the ADA. 42 U.S.C. § 12203.

Program for Effective Communication

- 18. Appropriate Auxiliary Aids and Services.** Pursuant to 42 U.S.C. § 12182(b)(2)(A)(iii), McLaren will promptly provide to deaf or hard of hearing Patients and Companions any appropriate Auxiliary Aids and Services that are necessary for effective communication after making the assessment described in Paragraph 25 of this Agreement. Appropriate Auxiliary Aids and Services will be provided as soon as practicable (without compromising patient care).
- 19. Effective Communication Policies.** McLaren will review its policies and, as necessary, revise its policies to be consistent with ADA requirements regarding effective communication and the terms of this Agreement. Such revisions must be provided to the United States within thirty (30) days of the Effective Date of this Agreement for review. McLaren must adopt a policy statement that includes, but is not limited to, language to the following effect:

If you recognize or have reason to believe that a patient or a relative, close friend, or companion of a patient is deaf or hard-of-hearing, you must advise the person that appropriate auxiliary aids and services will be provided free of charge to the patient or companion. If you are the responsible health care provider, you must ensure that such aids and services are provided when appropriate. If a patient or companion requires an on-site interpreter to effectively communicate (e.g., due to technical difficulties or unique patient needs), the responsible health care provider must promptly notify the ADA Coordinator or their Designee to secure an on-site interpreter on a timely basis. All other personnel should direct that person to the appropriate ADA Coordinator or Designee.

Following approval, McLaren will distribute its effective communication policies to its entire staff.

- 20. Review of New and Modified Policies.** When McLaren creates or modifies policies or procedures related to communicating with Patients and Companions, McLaren will submit copies of these policies and procedures to the United States prior to their implementation. McLaren will revise its proposed policies and procedures to incorporate any reasonable revisions requested by the United States that are required to comply with the ADA or the terms of this Agreement.

21. Effective Communication with Deaf or Hard of Hearing Patients and Companions. In addition to adopting revised policies, McLaren will maintain the following to ensure effective communication with Patients and Companions who are deaf or hard of hearing:

- a. Ensure that McLaren's VRI system is functioning optimally, and that there are backup devices readily available where practicable;
- b. Provide an ASL interpreter during intake, whether in person or through VRI, when a deaf person is assessed for potential need for Auxiliary Aids and Services consistent with Paragraph 25 below;
- c. Maintain a list of at least three (3) vendors who can provide Auxiliary Aids and Services at each McLaren facility. In the event McLaren can demonstrate that, despite reasonable efforts, it is unable to secure three (3) vendors in certain locations, this requirement may be reduced to two (2) vendors;
- d. Make available to McLaren Personnel a copy of this list, which shall include each vendor's name and contact information; and
- e. Record in the medical record of each deaf or hard of hearing Patient how it communicated with the deaf or hard of hearing Patient or their Companion each time the Patient is seen by McLaren (e.g., McLaren will indicate if VRI services were utilized or indicate that on-site interpreter services were provided).

22. ADA Coordinators and Designees. McLaren will continue to provide at least one (1) employee on duty and available twenty-four (24) hours a day, seven (7) days a week, or whenever a facility is open, to answer questions and provide appropriate assistance regarding immediate access to, and proper use of, the appropriate Auxiliary Aids and Services, including Qualified Interpreters. For the purposes of this Agreement, these individuals will be referred to as "ADA Coordinators." In the event of an ADA Coordinator's absence or unavailability, a Designee will be identified to take on the ADA Coordinator's responsibilities. The ADA Coordinators or their Designees will know where the auxiliary aids are stored and how to operate them and will be responsible to ensure that the appropriate individuals or departments provide the required maintenance, repair, replacement, and distribution of needed auxiliary aids. McLaren will circulate and post broadly within McLaren facilities the sign described in Paragraph 29 below where Patients and Companions can direct questions.

23. Auxiliary Aid and Service Log. McLaren will maintain a log for each facility in which requests or assessments for Auxiliary Aids and Services, including requests for Qualified Interpreters (on-site or through video remote services) will be documented. If this information can be recorded in McLaren's Electronic Medical Records ("EMR") system and produced to the United States upon its request, McLaren need not maintain separate Auxiliary Aid and Service Logs outside the EMR. These logs will indicate the time and date the assessment or request was made, the name of the Patient or Companion, the time and date of the scheduled appointment (if a scheduled appointment was made), and the nature of the Auxiliary Aid and Service provided. If no Auxiliary Aid and Service was provided, the logs must contain a statement which explains why the auxiliary aid and service was not provided, and how any communications with the Patient or Companion

occurred. Such logs, or the EMR information needed to generate such logs upon request, will be maintained by McLaren for the entire duration of the Agreement.

24. Complaint Resolution. McLaren will continue to utilize its established complaint resolution mechanism to investigate disputes regarding effective communication with Patients and Companions. McLaren will continue to maintain records of all filed or written complaints regarding effective communication, whether oral or written, made to McLaren and actions taken with respect thereto. When McLaren Personnel complete the intake assessment described in Paragraph 25 and advise the Patient and Companion of their determination of which appropriate Auxiliary Aids and Services are necessary, McLaren will notify Patients and Companions of the complaint resolution mechanism, to whom complaints should be made, and of their right to receive a written response to the compliant. A written response to any complaint shall be as prompt as practicable, but no later than thirty (30) days after receipt of the complaint; however, if McLaren is unable to complete its investigation of the complaint within thirty (30) days, McLaren shall inform the Patients and Companions in writing that an additional thirty (30)-day period is necessary in order to complete the investigation into the complaint. Copies of all complaints related to the provision of services for Patients and Companions, and the responses thereto will be maintained by McLaren for the entire duration of the Agreement and provided to the United States upon its request.

25. Method of Assessment for Effective Communication. The determination of appropriate Auxiliary Aids and Services, and the timing, duration, and frequency with which they will be provided, will be made by McLaren in consultation with the person who is deaf or hard of hearing. The determination will take into account all relevant facts and circumstances, including, for example, the individual's communication skills and knowledge, and the nature and complexity of the communication at issue. To guide this determination, McLaren will continue to provide Patients and Companions with a notice of services and will complete a communication assessment similar to the Model Communication Assessment Form attached to this Agreement as Exhibit A. This assessment can be completed within McLaren's EMR system.

Qualified Interpreters

26. When a Qualified Interpreter May Be Necessary. When an interpreter is necessary to ensure effective communication, McLaren shall continue to provide qualified sign language interpreters to Patients and Companions whose primary means of communication is sign language, and qualified oral interpreters to such Patients and Companions who rely primarily on lip reading. The following list includes, but is not limited to, circumstances when it may be necessary to provide a Qualified Interpreter:

- a. Discussing a patient's symptoms and medical condition, medications, and medical history;
- b. Explaining medical conditions, treatment options, tests, medications, surgery and other procedures;
- c. Providing a diagnosis and recommendation for treatment;

- d. Communicating with a patient during treatment, testing procedures, and during physician rounds;
- e. Obtaining informed consent for treatment;
- f. Providing instructions for medications, pre- and post-treatment activities and follow-up treatments;
- g. Providing mental health services, including group or individual counseling for patients and family members;
- h. Providing information about blood or organ donations;
- i. Discussing powers of attorney, living wills and/or complex billing and insurance matters; and
- j. During educational presentations, such as birthing or new parent classes, nutrition and weight management programs, and CPR and first-aid training.

27. Use of VRI. If VRI services are used in place of an on-site interpreter, McLaren will ensure that the use of the service is appropriate under the circumstances, taking into account the Patient or Companion's medical condition, age, vision, mobility, past experience with VRI, and any other factors which may inform whether the use of VRI is appropriate for that individual. McLaren will also continue to maintain (1) real-time, full motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication; (2) a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position; (3) a clear, audible transmission of voices; and (4) adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI. 28 C.F.R. § 36.303(f).

28. Provision of Interpreters in a Timely Manner.

- a. Non-scheduled Interpreter Requests. A "non-scheduled interpreter request" means a request for an interpreter made by a deaf or hard of hearing Patient or Companion less than two hours before the individual's appearance at McLaren for examination or treatment (of themselves or the individual they are accompanying). For non-scheduled interpreter requests, McLaren staff will complete the assessment described in Paragraph 25 above; and
 - i. A Qualified Interpreter, provided through a VRI service as described in Paragraph 27, will be provided as soon as possible, but no more than thirty (30) minutes from the time McLaren completes the assessment described in Paragraph 25 above; but
 - ii. In the event that VRI will not provide effective communication and an onsite Qualified Interpreter is required, McLaren will take all reasonable steps to provide an on-site Qualified Interpreter as soon as possible, but no more than two (2) hours from the time it becomes clear that VRI will not provide effective communication and that a live interpreter is necessary for effective communication. Such steps include, at a minimum, requesting an interpreter through each approved vendor for the location as

established per Paragraph 21.c.

- b. Scheduled Interpreter Requests. A “scheduled interpreter request” is a request for an interpreter made pursuant to McLaren’s policy two or more hours before the services of the interpreter are required. For scheduled interpreter requests, McLaren will complete the assessment described in Paragraph 25 in advance, and, when a Qualified Interpreter is appropriate, McLaren shall take all reasonable steps to make a Qualified Interpreter available at the time of the scheduled appointment. If a Qualified Interpreter fails to arrive for the scheduled appointment, upon notice that the Qualified Interpreter failed to arrive, McLaren shall immediately call the interpreter service for another Qualified Interpreter and comply with the timeframes for non-scheduled interpreter requests set forth above in Paragraph 28.a.
- c. Data Collection on Interpreter Response Time and Effectiveness. As part of the Auxiliary Aid and Service Log and in accordance with Paragraph 23, McLaren will record the response times for each request for an on-site interpreter where it takes longer than two hours for the interpreter to arrive at the McLaren facility following the request for services.

Notice to Community

29. Posting of Policy Statement. McLaren shall maintain signs of conspicuous size and print in the registration areas and the emergency department(s) of each McLaren facility, and wherever a Patient’s Bill of Rights is required by law to be posted in a McLaren facility. These signs shall include language to the following effect:

Sign language and oral interpreters and other auxiliary aids and services are available free of charge to people who are deaf or hard of hearing. For assistance, please contact any member of your McLaren health care team. Please visit www.mclaren.org/interpreter for additional information.

These signs will include the international symbols for “interpreters.”

30. Website. Within ninety (90) days of the Effective Date of this Agreement, McLaren will update or maintain its website to include a Communication Access page. McLaren will include on its website a statement, described in Paragraph 29, that Qualified Interpreters and other Auxiliary Aids and Services are provided free of charge. The posting to the website will include the international symbols for “interpreters.”
31. Patient Information. McLaren will include wherever McLaren provides patient information, including on its website, patient portals, patient online guides and handbooks, and any similar publications, a statement to the following effect:

McLaren provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters or written information in other formats (large print, audio, accessible electronic formats, and other formats). Please ask your nurse or

other McLaren staff if you require such assistance. McLaren also provides free language services to people whose primary language is not English, such as qualified interpreters and/or information written in other languages.

32. Dispute resolution mechanism. In the locations where McLaren provides the statement required by Paragraphs 29-31, McLaren will also include a statement that notifies Patients and Companions of how to file a complaint.

Training

33. Training of McLaren Personnel. By February 1, 2025, and on an annual basis thereafter for the duration of this Agreement, McLaren will provide mandatory in-service training to all McLaren Personnel. McLaren shall submit the training materials for approval to the United States thirty (30) days prior to when it intends to use the materials. The United States will review and approve the materials within fifteen (15) days of submission. This approval will not be unreasonably withheld. This training can be provided by a third-party or on-line. This training should be sufficient in duration and content to train the individual in:

- a. The various degrees of hearing impairment, language, and cultural diversity in the deaf community;
- b. identification of communication needs of persons who are deaf or hard of hearing;
- c. McLaren's Auxiliary Aids and Services policy;
- d. documentation procedures governing requests for Auxiliary Aids and Services;
- e. types of Auxiliary Aids and Services available;
- f. the proper use and role of Qualified Interpreters;
- g. the proper use and role of video remote interpreting services;
- h. documenting how Patients and Companions were communicated with during each visit; and
- i. all other applicable requirements of this Agreement.

Should McLaren materially alter its training materials, or use new training materials, it shall submit the new training materials for approval to the United States pursuant to the same timeline and approval procedures detailed above.

34. New McLaren Personnel. New McLaren Personnel must continue to be trained within sixty (60) days of their hire, and their training must include a practical component where the trainee is required to demonstrate competence in the use of the video remote interpreting devices and services.

35. Training Attendance Documentation. For the duration of this Agreement, McLaren will maintain a record of each training it conducts, and the names, job titles, dates, time, and duration of the training.

36. Training and Notification of Affiliated Physicians. McLaren will create and send an email advising all affiliated physicians of its policy on effective communication for Patients and Companions, and will invite all physicians who are affiliated with McLaren to review their obligations under the ADA and McLaren's policy on providing Auxiliary Aids and Services to Patients and Companions.

Monetary Relief

37. Compensation for Patients and Other Individuals. Upon receipt of releases from individuals who are to receive monetary compensation, McLaren will provide \$220,000 in monetary relief to fourteen Patients and other individuals identified by the United States during the course of this investigation. Within thirty (30) days of the Effective Date of this Agreement, the United States will provide to McLaren's counsel a list of each individual who is to receive monetary compensation, along with the individual's address and the amount of compensation the individual is entitled to receive. Within sixty (60) days of the Effective Date of this Agreement, McLaren shall send monetary compensation in the amounts specified by the United States to each individual via overnight delivery or certified mail, by check representing good funds. Within ten (10) business days thereafter, McLaren shall send the United States, via email to Sunita.Doddamani@usdoj.gov and Michael.El-Zein@usdoj.gov proof of payment of these monetary sums by sending a copy of each check.

Reporting and Monitoring

38. Reports. For the duration of this Agreement, every one hundred and twenty (120) days after the Effective Date of this Agreement, McLaren will provide the United States with a written report of compliance ("Report") with this Agreement. The Report will include the following: a) a copy of the training attendance records; b) the number of complaints received by McLaren from Patients or Companions regarding effective communication; and c) a list identifying each McLaren facility that was the subject of the complaint, and the status of the complaint.

39. Complaints. During the term of this Agreement, McLaren will notify the United States if any person files a lawsuit, complaint or formal charge with a state or federal agency, alleging that McLaren failed to provide Auxiliary Aids and Services to individuals who are deaf or hard of hearing, or otherwise failed to provide effective communication with such individuals. This notification must be provided in writing via mail as soon as practical, but no later than thirty (30) days after the date McLaren received notice of the allegation, and will include the nature of the allegation and the name and contact information of the person making the allegation, and a brief description of what actions, if any, McLaren took to address the allegation. McLaren will reference this provision of the Agreement in the notification to the United States.

40. Delivery of Materials. All materials set to the United States pursuant to this Agreement, including reporting materials, shall be in writing and delivered by email or overnight delivery to the following:

Sunita Doddmani

Michael El-Zein

Assistant United States Attorneys

United States Attorney's Office for the Eastern District of Michigan

211 W. Fort Street, Suite 2001

Detroit, Michigan 48226

Email: sunita.doddmani@usdoj.gov

michael.el-zein@usdoj.gov

Enforcement and Miscellaneous Provisions

41. Duration of the Agreement. This Agreement will be in effect for two (2) years from the Effective Date of this Agreement.

42. Compliance Review and Enforcement. The United States may review compliance with this Agreement at any time. If the United States believes that this Agreement or any portion of it has been violated, it will raise its claim(s) in writing with McLaren, and the Parties will attempt to resolve the concern(s) in good faith. The United States will allow McLaren sixty (60) days from the date it notifies McLaren of any alleged breach of this Agreement to cure said breach, prior to instituting any court action to enforce the ADA or the terms of the Agreement.

43. Entire Agreement. This Agreement constitutes the entire agreement between the parties. No other statement, promise, or agreement, either written or oral, made by either party or agents of either party that is not contained in this written agreement shall be enforceable. This Agreement is a compromise of claims and limited to the facts set forth herein and does not purport to remedy any other potential violations of the ADA or any other federal law.

44. Binding. This Agreement is final and binding on the parties, including all principals, agents, executors, administrators, representatives, successors in interest, beneficiaries, assigns, heirs and legal representatives thereof. Each party has a duty to so inform any such successor in interest. However, the failure to inform any successor of interest shall not affect that successor's obligations under this Agreement.

45. Non-Waiver. Failure by the United States to seek enforcement of this Agreement pursuant to its terms with respect to any instance or provision shall not be construed as a waiver to such enforcement with regard to any instances or provisions.

46. Effective Date. The Effective Date of this Agreement is the date of the last signature below.

Agreed and consent to

FOR THE UNITED STATES:

DAWN N. ISON
United States Attorney



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Date: 9/23/2024

FOR MCLAREN HEALTH CARE CORP.:



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lpgabel@jonesday.com

Date: 9/12/2024

EXHIBIT A:
COMMUNICATION ASSESSMENT FORM

Patient's Name _____

Name of Person with Disability (if other than patient) _____

Date _____ Time _____

Nature of Disability:

- Deaf
- DeafBlind
- Hard of Hearing
- Speech Disability
- Other: _____

Relationship to Patient:

- Self
- Family Member
- Friend / Companion
- Other: _____

Do you want a professional sign language or oral interpreter for your visit?

- Yes. Choose one (free of charge):
 - American Sign Language (ASL) interpreter
 - Tactile Interpreter
 - Signed English interpreter
 - Oral interpreter
 - Other. Explain: _____
- No. I do not use sign language.
- No. I do not feel an interpreter is necessary or do not want one *for this visit*.

Which of these would be helpful for you for effective communication? (free of charge)

- Assistive listening device (sound amplifier)
- Writing back and forth
- CART: Computer-assisted Real Time Transcription Service
- TTY/TDD (text telephone)
- Other. Explain: _____

We ask this information so we can communicate with you effectively. All communication aids and services are provided FREE OF CHARGE. If you need further assistance, please ask a member of our office staff.

Any questions? Please call our office, _____, or visit _____ during normal business hours.