

Consumer Rights Acknowledgement Form

*Consumer Keep This Part
Give brochure to Business*

I, _____ the consumer, have provided the copy of pamphlet titled "Understanding My Communication Rights."

Signature (Consumer) Date

Name of Company/Business

Address of Company/Business

City/State/Zip

If the medical provider or hospital denies your request for a sign language interpreter, you have a right to file a complaint.

Sign Language Interpreters for the Deaf

Who can provide interpreting services?

In Illinois, sign language interpreters must be licensed and have the required proficiency level when providing interpreting services.

In medical situations, what is the appropriate proficiency level?

Most situations that involve the physician or physician assistant requires an advance or master level interpreter because it involves diagnosis and treatment.

When visits are limited to testing, x-rays, or admission forms, a minimum of an intermediate proficiency level interpreter is required.

What if the individual with a hearing loss wants to use a specific interpreter that does not have the correct proficiency level?

That interpreter should not accept the assignment. The interpreter would be in violation of the Interpreter Licensure Rules and subject to discipline.

A listing of licensed interpreters is located on

IDHHC's website at:

<http://www2.illinois.gov/idhhc/Pages/interpreterlicensuredirectory.asp>



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Illinois Deaf and Hard of Hearing Commission

UNDERSTANDING MY COMMUNICATION RIGHTS



www.idhhc.illinois.gov

528 South 5th Street, Suite 209
Springfield, IL 62701
217.557.4495 (V) * 217.303.8010 (VP)
888.261.2698 (TTY)



What obligation does a private medical office have to meet the communication needs of an individual with a hearing loss?

Medical providers and hospitals are considered public accommodations under Title III of the Americans with Disabilities Act (ADA). The ADA prohibits discrimination against individuals with a disability. For individuals with a hearing loss this means providing “effective communication”.

Consumers are also protected under the IL Human Rights Act and the IL Language Assistance Act which applies to hospitals.

Can the business charge the consumer the cost of any additional services to provide effective communication?

No. The ADA clearly indicates that the business is not allowed to charge an individual with a disability for the cost of auxiliary aids or services. However, federal tax benefits are available to assist businesses with expenses incurred as part of the ADA.

More information on the ADA can be found at:

www.ada.gov
www.adagreatlakes.org

How is effective communication determined?

Effective communication requires providing the appropriate auxiliary aids and services. A business must discuss with the individual their communication needs. Many factors go into determining communication needs, not only the extent of hearing loss but also the individual’s background.

Does the ADA apply only to patients?

No. A medical provider or hospital must provide effective communication not only for patients, but also family members and visitors who are deaf or hard of hearing.

Can I have the family member or friend interpret?

No. Family members or friends may not be licensed to provide interpreting services. Plus, they are there to support the individual and often not an impartial party.

Auxiliary aids and services for an individual with a hearing loss may include qualified interpreters, FM systems, or Communication Access Realtime Translation (CART).

If the medical provider or hospital refuses to provide effective communication, what can I do? File a complaint with the following enforcement agencies.

Medical providers & Hospitals:

Americans with Disabilities Act
Federal – US Department of Justice
www.ada.gov/t3compfm.htm

IL Human Rights Act – Department of Human Rights
www.state.il.us/dhr/charges/charge_1.htm

Additional complaint for Hospitals:

IL Language Assistance Act – Department of Public Health

- 800-252-4343 (voice);
- Email to dph.ccr@illinois.gov ; or
- mail

Supervisor of Central Office Operations
Division of Health Care Facilities & Programs
525 West Jefferson Street, 4th Floor
Springfield, IL 62761