

Working with Deaf Individuals

MAP to Access

The Americans with Disabilities Act (ADA) requires health care services to be accessible to culturally Deaf people whose primary language is American Sign Language (ASL). Effective communication is critical to making your services accessible and providing good health care. Effective communication often requires accommodations, such as qualified ASL interpreting or real-time captioning.

What You Need to Know:

- Effective communication means both parties can actively participate in exchanging and clarifying information.
- Always face the culturally Deaf person when communicating with her.
- Situations that require effective communication include
 - describing health symptoms and medical conditions;
 - discussing medical history and medications;
 - explaining diagnoses, treatment options, and prognoses.
- Trust the culturally Deaf person to know how best to ensure effective communication and respect her specific accommodation request.
- Under the ADA, providers are responsible for the cost of accommodations.
- The last three resource links on the right have information on how to find and hire qualified ASL interpreters or real-time captioners.



Symbol for Sign Language Interpreter

Learn more:

- **Medical Offices and the ADA**
www.dredf.org/ADA/medical_offices.shtml
- **Communicating with People Who Are Deaf and Hard of Hearing in Hospital Settings**
www.ada.gov/hospcombrscr.pdf
- **Q&A for Health Care Providers**
www.nad.org/issues/health-care/providers/questions-and-answers
- **Access to Medical Care DVDs**
www.wid.org/amc
- **Hiring an Interpreter**
www.rid.org/interpreting/hiring/
- **National Captioning Institute**
www.ncicap.org/livecap.asp
- **National Court Reporters Association**
www.cart-info.org



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