

How to Work with American Sign Language (ASL) Interpreters & Deaf and Hard of Hearing (D/HH) Patients: Before the Appointment

Add online appointment booking Many clinics require a phone call to set up an appointment, which can decrease a D/HH person's direct access.
Add on Intake Form - Do you require an ASL interpreter? - Interpreter gender preference? - i.e. sensitive appointments - If yes, do you have a recommended agency? - If we are unable to get an in-person interpreter, is Video Remote Interpreting (VRI) okay or would you prefer to reschedule? Mark interpreter preference on their file and flag it the system so schedulers know to set up an interpreter each time Inform the patient when the interpreter is confirmed for each appointment.
Provide interpreter or interpreter agency with prep materials prior to the appointment (i.e. reason for appointment) - This information will assist in their interpretation. - Note, Interpreters are covered under HIPAA.
Train office staff with support from local interpreting agency, place "How to Work with ASL Interpreters & D/HH patients" handout in central locations
Tell the provider there will be an interpreter Mark it on the schedule.

How to Book an ASL Interpreter: Resources

Use the Registry of Interpreters for the Deaf search tool to find <u>individual freelance interpreters</u> Registry of Interpreters for the Deaf (RID) is the certifying body for ASL interpreting professionals and all interpreting members adhere to the code of professional conduct
Check your state's deaf and hard of hearing services commission Utilize the <u>National Association of State Agencies of the Deaf and Hard of Hearing</u> website
Ask the D/HH patient for a preferred interpreter/agency (intake form)