POLICY

Integrity Hospice will effectively communicate with persons who are deaf, hard of hearing, blind, have low vision, or who have other impaired sensory, manual or speaking skills.

OBJECTIVE

To provide sensory impaired persons an equal opportunity to benefit from the services Integrity Hospice provides.

PROCEDURES

1. The Chief Executive Officer is responsible for identifying those agencies and resources in the community which are able to provide, under contract, the necessary services, personnel and equipment to those patients who, at the time of admission, are diagnosed as being sight and/or hearing impaired.

2. Patients who are diagnosed/identified as being sensory impaired will be informed at the time of evaluation/admission of Integrity’s non discrimination policy. Patients/families will be evaluated for the most appropriate assistive device/services and informed of the fact that these services are available and will be initiated to promote effective care at no cost.

3. A sign language interpreter or other auxiliary aids and services will be provided as needed for without charge for patients who are identified as sensory impaired by the following Contract Provider:

   a. Purple Communications – 877 855 3172

   b. Deaf or hard of hearing persons may also communicate using Integrity Hospice video relay number 706 955 0786, or state relay system by dialing 711.

4. If the person makes an expressed request to use a family member or friend, such a request will be evaluated with every attempt to honor such request and shall be documented accordingly. In all such cases alternative methods must be identified and made ready in the event that the family member or friend becomes unavailable.

5. A statement indicating a request to use family or friend by the sensory impaired person, following an offer by the facility to provide an interpreter or other assistive device, will be documented in writing, signed by the patient or responsible party, and placed in the patient's file.
6. The hospice may exercise discretion as to when an interpreter is necessary to assure thorough and accurate information, i.e.; taking histories, explaining treatments and medications, upcoming hospitalization, etc.

7. All advertising designed to promote utilization of hospice by patients and families shall comply with and refer to this policy.