



Hard of Hearing

General Types of Accommodations for Hard of Hearing

Patients who have hearing loss know that access to communication during a healthcare appointment is extremely important. As a result, patients needing accommodations must inform their healthcare provider about their communication needs and make a request prior to their scheduled telehealth visit.

Civil Rights laws require that healthcare providers provide individuals with disabilities full and equal access to their healthcare services and facilities. Some of these laws are, but are not limited to:

- [Guidance on Nondiscrimination in Telehealth](#)
- [Americans with Disabilities Act \(ADA\)](#)
- [Section 504 of the Rehabilitation Act](#)
- [Section 1557 of the Patient Protection and Affordable Care Act](#)
- [21st Century Communications and Video Accessibility Act](#)
- [Effective Communication](#)

ADDITIONAL INFORMATION ABOUT ACCOMMODATION REQUESTS

- Not all hearing losses are the same and communication needs may vary
- Healthcare providers should respect the hard of hearing patients' knowledge of their communication needs
- It is not the role of the healthcare provider to question or to deny a patient's request for accommodations
- Individuals may need to explain to their provider that the requested accommodation is what they are most familiar with and has proved to be effective for them in the past

GENERAL TYPES OF ACCOMMODATIONS

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| <ul style="list-style-type: none">• Communication Access Realtime Translation (CART) captioning• Assistive Listening Devices• Asking provider to change tone or rate of speech as needed• Writing back and forth• Chat feature within video platform• Communication board• Use of captioned telephones | <ul style="list-style-type: none">• Smartphone with captioning application• Changes in how things are usually done (For example, asking for more time to be allowed for communicating)• An American Sign Language (ASL) interpreter• Person of support with patient to help with communication as requested by patient (not to act in the role as ASL interpreter)• Any other accommodation as requested |
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Please also see: The [Pre-Appointment Checklist](#) and [Appointment Checklist for Hard of Hearing People Using Telehealth](#) which be helpful with understanding accommodations.

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.

This document is not legal advice and is intended as informational guidance only.



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This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

