



Deaf

Your Rights to Communication Access During a Telehealth Video Call

As a Deaf patient, knowing your rights can help remove communication barriers. You have the right to request accommodations from your healthcare provider. An accommodation is a modification in how communication occurs to achieve equal access to your health care. Here's what you need to know:

Click on the Links Below to Learn About Your Rights:

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

Types of Accommodations:

- American Sign Language (ASL) interpreter
- Communication Access Realtime Translation (CART) captioning
- Other accommodations as determined by the patient

To Prepare for Your Telehealth Appointment:

- Request accommodations when your appointment is set up
 - Document the name, job title and contact information of the person you made the original accommodation request
 - This information will help if the provider needs clarification or if accommodations fail to be provided
- Follow up with the provider before the appointment, to see if accommodations are set up
- Ask the scheduler what kind of video platform or app is being used, for example Zoom or Doxy
- Know the reason for your appointment
 - It is important to understand why you will meet with your healthcare provider so that you can prepare

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.



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

