

# Sensory and Speech Impairment Policy

## PEDIATRIC CLINIC LLC

### PROCEDURE FOR COMMUNICATING WITH PERSONS

#### WITH SPEECH AND SENSORY IMPAIRMENTS (Effective October 16, 2016)

PEDIATRIC CLINIC LLC will take such steps as are necessary to ensure that qualified persons with disabilities, including those with impairment sensory or speaking skills, receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. All aids needed to provide this notice are provided without cost to the person being served.

For Persons with Hearing Impairments: Qualified sign-language interpreter for persons who are deaf/hearing impaired and who use sign-language as their primary means of communication, the following procedure has been developed and resources identified for obtaining the services of a qualified sign-language interpret to communicate both verbal and written information from: on-site LanguageLine ([www.language.com](http://www.language.com)) video remote interpreting for on-demand service to the Limited English Proficient and the Deaf and Hard-of-Hearing. Advance notice is not necessary.

For Persons With Visual Impairments: Reader/Staff will communicate the content of written materials concerning benefits, services, waiver of rights, and consent to treatment forms by reading them out loud to visually impaired persons.

For Persons With Speech Impairments: Writing materials are available to facilitate communication concerning program services and benefits, waiver of rights, and consent to treatment forms.