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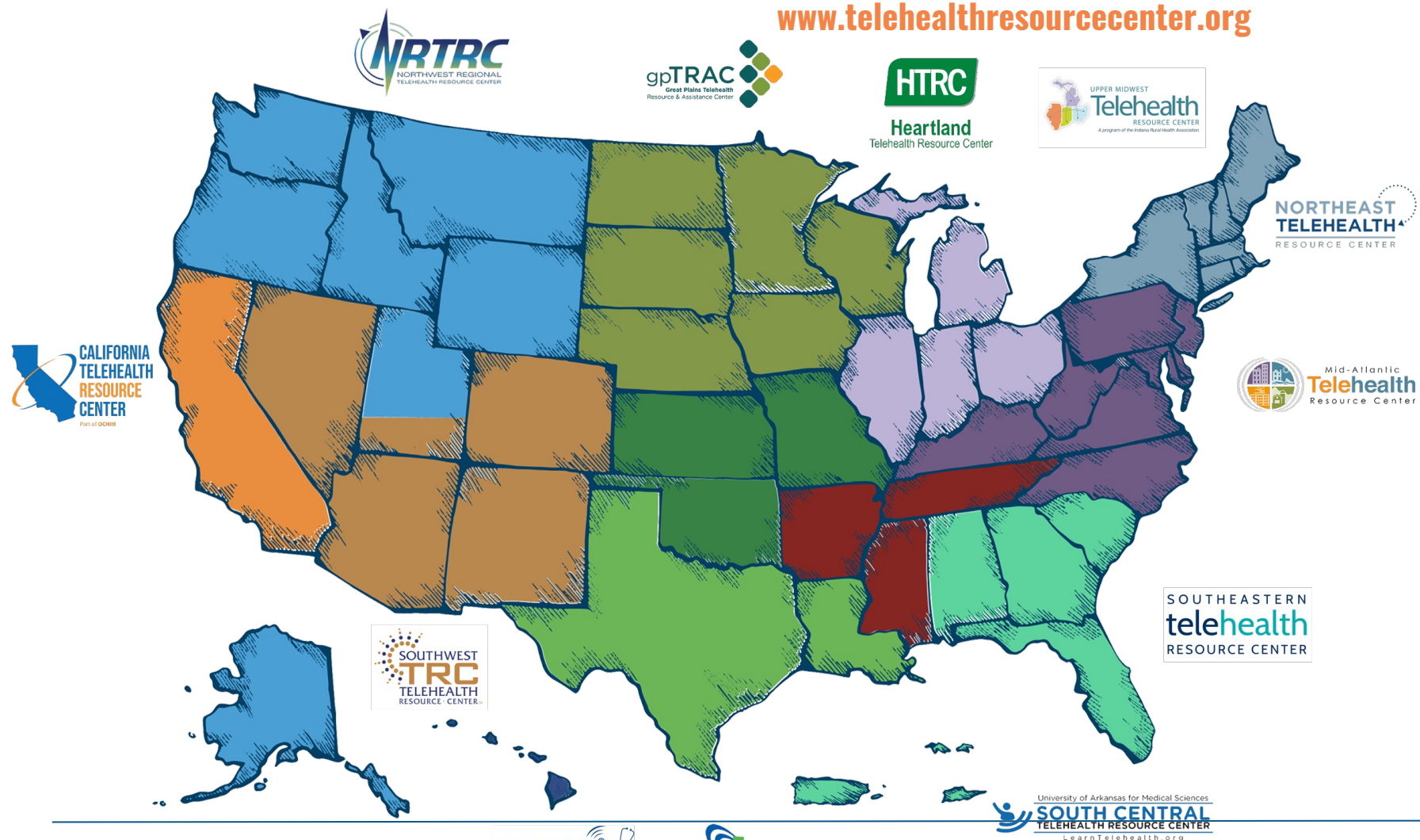
**Can You Hear Me? Equitable  
Access to Telehealth for Deaf,  
Hard of Hearing, and Deaf-Blind  
Patients**

February 21, 2024



# HRSA Funded Telehealth Resource Centers

[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)



NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
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12 REGIONAL RESOURCE CENTERS		

 <b>TTAC</b> TelehealthTechnology.org	 <b>CCHP</b>
2 NATIONAL RESOURCE CENTERS	

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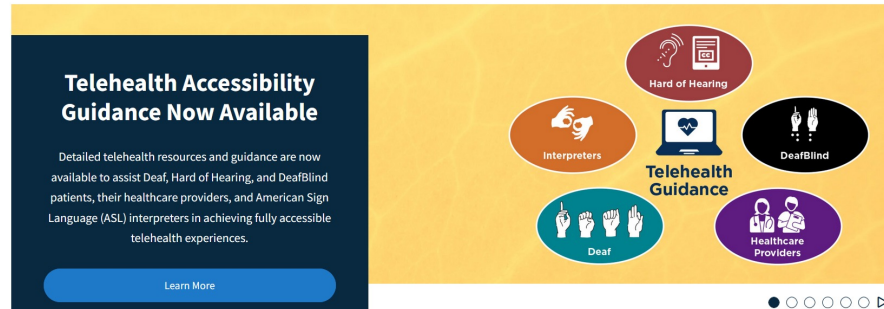
# Webinar Tips and Notes

- Your phone &/or computer microphone has been muted.
- If we do not reach your question, please contact your regional TRC. There may be delays in response time:  
<https://telehealthresourcecenter.org/contact-us/>
- Please fill out the post-webinar survey.
- Closed Captioning is available.
- Please submit your questions using the Q&A function.
- The webinar is being **recorded**.
- Recordings will be posted to our YouTube Channel:  
<https://www.youtube.com/c/nctrc>



# How To Access Telehealth Guidance?

## Services for the Deaf and Hard of Hearing



Clicking on “Learn More” on the [NCDSDHH Webpage](#) Telehealth Banner








Going directly to the [NCDSDHH Telehealth Accessibility Guidance Landing Page](#)

# Guidance and Resources for Healthcare Providers

- **Guidance for Telehealth Providers**
- **American Sign Language Interpreters in Telehealth Appointments: What Providers Need to Know**
- **Communication Guidelines Checklist for Healthcare Providers Working with DeafBlind Patients**



# Telehealth Glossary

Telehealth		NORTH CAROLINA Division of Services for the Deaf and Hard of Hearing		
 Deaf	 Hard of Hearing	 DeafBlind	 Interpreters	 Health Providers

## Glossary

**Accommodation**  
A service, device, or modification designed to enable a person with a disability to fully access communication, information, service, resource, or facility.

**American Sign Language (ASL)**  
American Sign Language, or ASL, is a visual language which uses movements of the hand, face, and body to convey a complex language with its own grammatical structure and cultural heritage. ASL is not merely English words signed on the hands. It is the primary language of Deaf Americans. Many individuals with other types of hearing loss as well as with normally-functioning hearing also use ASL.

**American Sign Language Interpreter**  
A professional who has the training and skills necessary to interpret effectively, accurately, and impartially between English and American Sign Language. Interpreters provide communication access for all parties. Interpreters adhere to a [Code of Professional Conduct](#).

**Americans with Disabilities Act of 1990 (ADA)**  
A federal [civil rights law](#) that prohibits discrimination against individuals with disabilities in many major areas of life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

**Amplified Headset (For example: headphones, earbuds, etc.)**  
A headset used to amplify sound for a listener.

**Amplified Phone**  
A phone capable of greatly increasing the volume to allow a listener to understand speech on the telephone. Some also include tone (pitch) controls as well.

**Automatic Speech Recognition (ASR)**  
A software program on a computer or smart phone that converts speech to text using Artificial Intelligence.

**Assistive Listening Device (ALD)**  
A device designed to improve speech understanding for hard of hearing people with or without hearing aids or cochlear implants. ALDs are especially helpful in reducing background noise, which allows the user to hear and understand the speaker.

**Audio Loop**  
A device designed to transmit sound to a telecoil which can be included in a hearing aid or cochlear implant (types of loops can include neckloops, room loops, or countertop loops).





# Communication Accommodations Request Letter

Enter patient name  
Enter patient mailing address (street, apt#, PO BOX, etc.)  
Enter patient mailing city, state, zip

Select today's date:

Enter Healthcare provider or practice name  
Enter Healthcare Provider address, city, state, and zip

Re: Communication Accommodation Request

To Whom It May Concern:

I have an appointment with Enter appointment provider on at Enter appt time .  
I am/have a and will need accommodation for us to communicate effectively.

Accommodations I need are: (check all that apply)

☐ ASL Interpreter  
☐ CART  
☐ ALD  
☐ Close Vision  
☐ Tactile Interpreter  
☐ Certified Deaf Interpreter  
☐ Other Type in any other accommodation

My preference is a .

If you need guidance on arranging communication accommodations, please contact the Regional Center of NC Division of Services for the Deaf and Hard of Hearing for your county. (select county) .

[NCDHHS Regional Centers Information Link](#)

Additionally, please let me know when the communication accommodations I requested are set up by: (check all that apply)

☐ Email Enter patient email address if applicable  
☐ Mail Enter patient mailing address if applicable  
☐ Text Enter patient phone# for text messages

Sincerely,  
Enter patient name



# Our Next Webinar

The NCTRC Webinar Series

Occurs 3<sup>rd</sup> Thursday of every month.

**Telehealth Topic:** TBA

**Hosting TRC:** Northeast Telehealth Resource Center (NETRC)

**Date:** March 21, 2024

**Times:** 11 AM – 12 PM (PT)

**\*Registration information is available on the NCTRC website.**





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(will also open after webinar):***

<https://www.surveymonkey.com/r/XK7R72F>

