

# Vermont Psychiatric Care Hospital Procedure

## Services to Deaf and Hearing Impaired Patients

Revised: X

Date: 04/07/14

- A. All patients admitted to the hospital undergo a physical examination. An inquiry shall be made regarding the patient's hearing, to identify patients with hearing impairments.
- B. The hospital refers patients in need of more comprehensive hearing evaluations and treatment to qualified resources in the community during the course of admission or at discharge depending on the level of disability or impact to the individual treatment plan.
- C. The hospital assists in the procurement, maintenance and replacement of hearing aids when specified by a qualified physician and/or audiologist.
- D. The hospital maintains a TTY phone system in the Admissions Office.
- E. When a deaf or hearing impaired person is admitted to the hospital, the Admissions Office will arrange to have a certified sign language interpreter present for the admission interview and admission process.
- F. The patient's treatment team will work with the patient to determine the level of interpreter services needed, and ensure the patient's access to treatment and other necessary services.
- G. The treatment team will make sure that an appropriate interpreter(s) will be employed at a fee agreed upon by the hospital administration. This interpreter(s) should be scheduled to meet the identified needs of the patient.
- H. If a deaf or hearing impaired patient feels that they are not receiving the appropriate services, they are encouraged to communicate this to a member of their treatment team. The patient shall also be directed to the hospital grievance policy.
- I. All televisions shall have closed captioning available.

Approved by	Signature	Date
Frank Reed, Commissioner of DMH		11/29/16