

NEUROLOGY ASSOCIATES OF NORTH FLORIDA

AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

POLICY:

Neurology Associates of North Florida will take appropriate steps to ensure that persons with disabilities including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, (???)activities, programs, and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services, and benefits. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedures and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

PROCEDURES:

1. Identification and assessment of need:

Neurology Associates of North Florida provides notice of the availability of and procedure for requesting auxiliary aids and services through notices on our website and through notices posted (**in waiting rooms, lobbies, etc**). When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, the staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. Provision of Auxiliary Aids and Services:

Neurology Associates of North Florida shall provide the following services or aids to achieve effective communication with persons with disabilities:

A. For Persons Who are Deaf or Hard of Hearing:

(1) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, Practice Manager Roy Papa (215-2342) is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

Page Two

In the event that an interpreter is needed the Practice Manager is responsible for:

Maintaining a list of qualified interpreters on staff showing their names, phone numbers and hours of availability.

Contacting the appropriate interpreter on staff to interpret if one is available and qualified to interpret:

If video Interpreter services are provided via computer the procedure for accessing the service must be included.

(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

Neurology Associates of North Florida utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is #711 -

(iii) For the following auxiliary aids and services, staff will contact Practice Manager, Roy Papa, (904-215-2342), who is responsible to provide the aids and services in a timely manner

Note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed caption; electrommunication services for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and AFTER an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

NOTE: Children and other (residents- ??? relatives) will not be used to interpret in order to ensure confidentiality of information and accurate

communication

Page Three

B. For Persons Who are Blind or Who Have Low Vision

(i) Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading aloud and explaining these forms to persons who are blind or who have low vision

(ii) For the following auxiliary aids and services, staff will contact Practice Manager, Roy Papa, (904-215-2342)

Qualified readers: reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

C. For Persons with Speech Impairments

To ensure effective communication with persons with speech impairments, staff will contact Practice Manager, Roy Papa, (215-2342), who is responsible to provide the aids and services in a timely manner.

Writing materials, typewriters, computers, flashcards; alphabet boards, communication boards

D. For Persons With Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed or by providing one or more of the following:

Note-takers; computer-aided transcription services; speaker phones, or other effective methods that help to ensure effective communications by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact Practice Manager, Roy Papa (904-215-2342) who is responsible to provide the aids and services in a timely manner.