



Communication Access Plan

Communicating with Patients who are non-English speaking.

If assistance is needed contact TRDHD interpreter, Oralia Olguin-Sanchez, (502) 484-3412 or Oralia.Olguin@ky.gov.

If the interpreter is not available, use the alternative program, CyraCom International. *

*Interpreter and/or CyraCom can be used for appointment scheduling and patient care.

Communicating with Patients who are Hard of Hearing/Deaf/Deaf-Blind

- **Ask** the patient for the best way to achieve effective communication. Some may require sign language. For others, it simply may be lipreading.
 - The Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) is charged with oversight in the provision of interpreter/captioner provider services for deaf and hard of hearing consumers statewide. The Access Center (AC) is a program within the Kentucky Commission on the Deaf and Hard of Hearing that schedules interpreter and CART services ONLY to state agencies. The AC was established in 1999 [735 KAR 2:010. Definitions for 735 KAR Chapter 2. Relates to: KRS 12.290, KRS 163.510(4) Statutory Authority: KRS 12.290, KRS 163.510(4)].
 - The primary purpose of the AC is to streamline the process of requesting interpreter/captioner providers for state agencies, thus saving funds by centralizing scheduling efforts. AC coordination services are provided at no cost to individual state agencies. The Access Center assigns interpreters/captioners based on individual need, consumer preference and availability.
 - KCDHH is mandated to use only those interpreters/captioners licensed by the state of Kentucky.
 - If you need to make a request, please call the KCDHH office during business hours, 8:00 am - 4:30 pm, Monday through Friday.
 - Voice: (502)573-2604 | Videophone: (502)416-0607
- **Look directly at the patient.** Avoid looking towards the interpreter. Avoid having a window or light behind you as those make it harder to read lips.
- **Speak clearly and slowly.**
 - Use **visual cues, educational materials, and pictographs.**
 - Place **computers, laptops, or tablets to the side** rather than in between you and the patient.

- Consider using a **medical scribe** to reduce the need to type into a medical record while engaging the patient.
- DHH patients are no more or less intelligent and capable than hearing patients. **Avoid talking down or dumbing down the topic.**
- Ask about **patients' views on their hearing loss**. For some, hearing loss may be a form of cultural identity instead of a disability.

Communicating with Blind/Low Vision Individuals

- Offer materials in alternative formats such as braille, large print, or audio.
- Ensure websites and digital content are compatible with screen readers.
- Provide assistance navigating physical spaces.

General Considerations

- Maintain an accessible and inclusive environment for all individuals.
- Prioritize clear communication and active listening.
- Regularly assess and update communication access methods based on feedback and evolving needs.
- Ensure that all staff are aware of and trained on the communication access plan.

Sources

<https://disabilityhealth.medicine.umich.edu/clinical/michart-disability-accommodations-tab/resources-workflow/hard-hearing-deaf-deaf-blind-resource-guide-staff>

<https://www.cyracominternational.com/phone-interpretation/>

<https://www.kcdhh.ky.gov/>

Accessing an Interpreter

Using Any Phone

Useful Phonetically Spelled Greetings

Use this chart to phonetically say "One moment, please" when you need to place a limited-English proficient person on hold to add an interpreter to the line.

Arabic	Lah-za men fad-lek
Cantonese	King dang yat dang
French	Attond-hey, see-voo PLAY
German	Bitt-uh var-ten
Hebrew	TEEN lei RE-ga beva-KA-SHA
Italian	See pray-gah dee ah-ten-deh-ray
Korean	CHAHM-shee-mahhn, GHEE-dah-r'yuh-joo-seh-yo
Mandarin	Cheem shaow ho
Polish	PRO-shea CHE-katch
Portuguese	Es-pear-ray PORE-fah-voar
Punjabi	Ik min-it tur-E-eh
Romanian	Un moment, vaa ROOG
Russian	Po-zha-loo-sta podo-zhdi-te
Spanish	Un mo-MEN-to PORE-fah-voar
Tagalog	Sahn-dah-lee Lahng Poh
Turkish	Lute-fan back-la-yeen
Urdu	Sirf aik minute
Vietnamese	Sin doi gay lat

Working Effectively with an Interpreter

- Allow the interpreter to greet you and the patient
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

Submitting Feedback to CyraCom

- Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to CyraCom?

Submit feedback at:

<https://support.cyracom.com/clientfeedback>