

Georgia Advocacy Office

A Guide for Persons Who Are Deaf or Hard of Hearing

What are your rights when you go to a hospital, doctor's office, or medical provider?

The Americans with Disabilities Act (ADA) protects people with disabilities and requires health care providers to make reasonable accommodations, including making sure that no health care provider can discriminate against you on the basis of disability, that you have physical access to any building, and that you have access to effective communication (such as a qualified sign language interpreter).

What types of accommodations does the ADA require of health care providers for you, your visitors, and family members?

- Qualified interpreters
- Computer-aided transcription services (CART)
- Written materials
- Assistive listening devices
- Captioning
- Telephone communication access (video phones, video remote interpreting services, TTY)

Suggestions when making a request for accommodations:

- Make the request politely and in a timely manner
- Confirm with your health care provider before your appointment that they have arranged for your accommodation/auxiliary aid
- If your medical provider asks you to have a family member interpret, say "No." Your family member is there to support you, not interpret for you.

Call, write, or visit

Georgia Advocacy Office

One Decatur Town Center
150 E. Ponce de Leon Avenue, Suite 430
Decatur, Georgia 30030
404-885-1234 or 1-800-537-2329 (both are voice/TTY)
404-378-0031 fax
www.thegao.org; info@thegao.org

Resources

Sign Language Interpreting Agencies

- D.E.A.F., Inc.
770-252-5223 (Office/Fax); Website: www.deafinc.net
- Georgia Interpreting Services Network (GISN)
404-521-9100 or 800-228-4992 (both are voice/TTY)
404-521-9121 (Fax); Website: www.gisn.info
- Sign Language Interpreting Specialists (SLIS)
770-531-0700 (Voice); 770-287-9479 (TTY)
770-947-0894 (Fax); Website: www.slisinc.com

Computer-Aided Transcription (CART)

- Alternative Communication Services (ACS)
800-335-0911; Website: www.acscaptions.com
- CMB Reporting Services – Caryn Broome, CVR-M, CCR
404-409-8562; caryn@cmbreportingservices.com
- Flying Fingers, Inc.
770-354-2424; Maggi_Messer@bellsouth.net
- Kelli Griffin
770-598-7805; makell02@netzero.net
- Heidi Thomas, FAPR, CRR, RDR, CBC
678-557-4354; hcthom2@gmail.com

Advocacy Agencies

- Georgia Council for the Hearing Impaired (GACHI)
404-292-5312 or 800-541-0710 (both are voice/TTY)
404-299-3642 (Fax); Website: www.gachi.org
- Georgia Advocacy Office
404-885-1234 or 800-537-2329 (both are voice/TTY)
404-378-0031 (Fax); Website: www.thegao.org

Technical Assistance

- Southeastern Disability and Technical Assistance Center
404-541-9001 or 800-949-4232 (both are voice/TTY);
404-541-9002 (Fax); Website: www.sedbtac.org
- GA State Financing and Investment Commission/State ADA Coordinator's Office
404-657-7313 (voice) or 404-657-9993 (TTY)
404-463-5650 (Fax); Website: www.ada.georgia.gov
- U.S. Department of Justice – ADA Information Line
800-514-0301 (Voice); 800-514-0383 (TTY)
Website: www.ada.gov

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