



Communication Access Barriers to Health Care and American Sign Language (ASL)/English Interpreting Services

A presentation of the North Carolina Division of Services for the Deaf and Hard of Hearing to the North Carolina Institute of Medicine



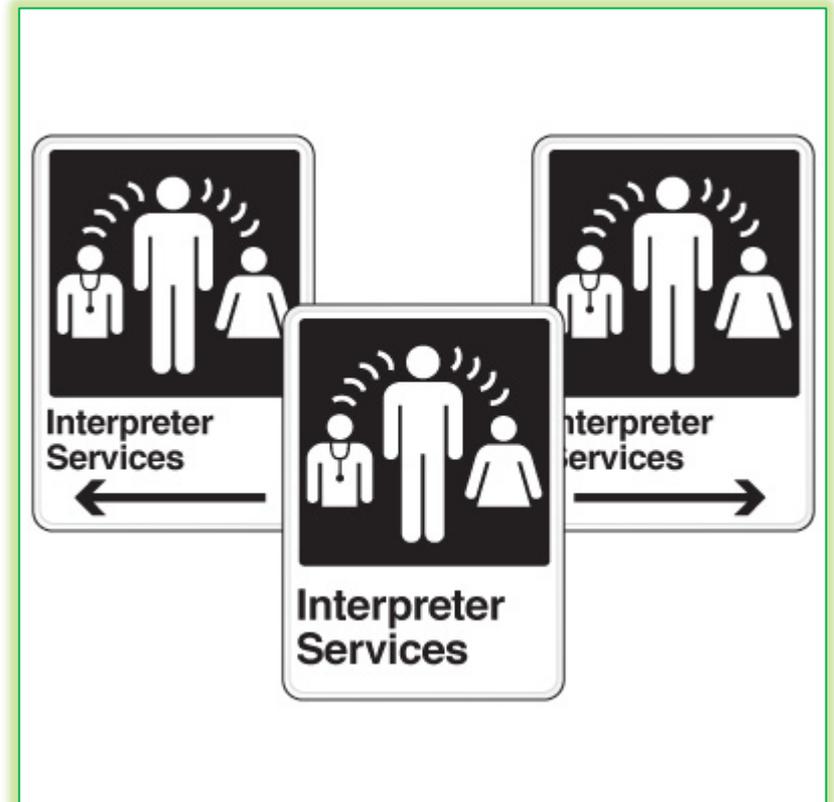
The Americans with Disabilities Act ADA and Communication Access

Effective Communication



When Interpreting Services Are Necessary

It is the responsibility of the service provider to secure and pay for interpreter services.



Ensure No Individual with a Disability is Excluded

Auxiliary Aid or Service

If a sign language interpreter is determined to be the appropriate service, then...

Sign Language Interpreter

The interpreter must be qualified as defined by the ADA.

Qualified Interpreter

Interprets effectively, accurately, and impartially, both receptively and expressively using any specialized vocabulary.

Availability of Qualified Interpreters

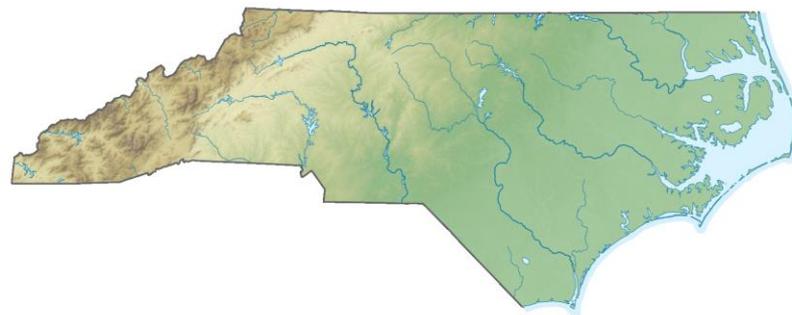


Availability of Qualified Interpreters

(as of February, 2017)

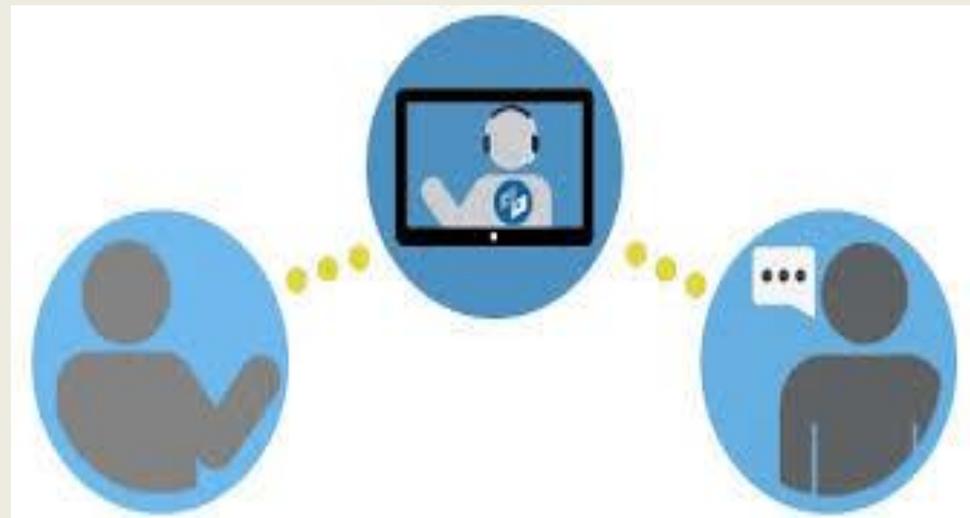
Geographic Distribution of Qualified Interpreters

- 60% reside in 8 of the 100 NC counties;
- 44% reside in 4 counties - Wake, Mecklenburg, Guilford, and Burke
- 51% of NC's counties have none; and
- 25% of NC counties only have at least 1 or 2



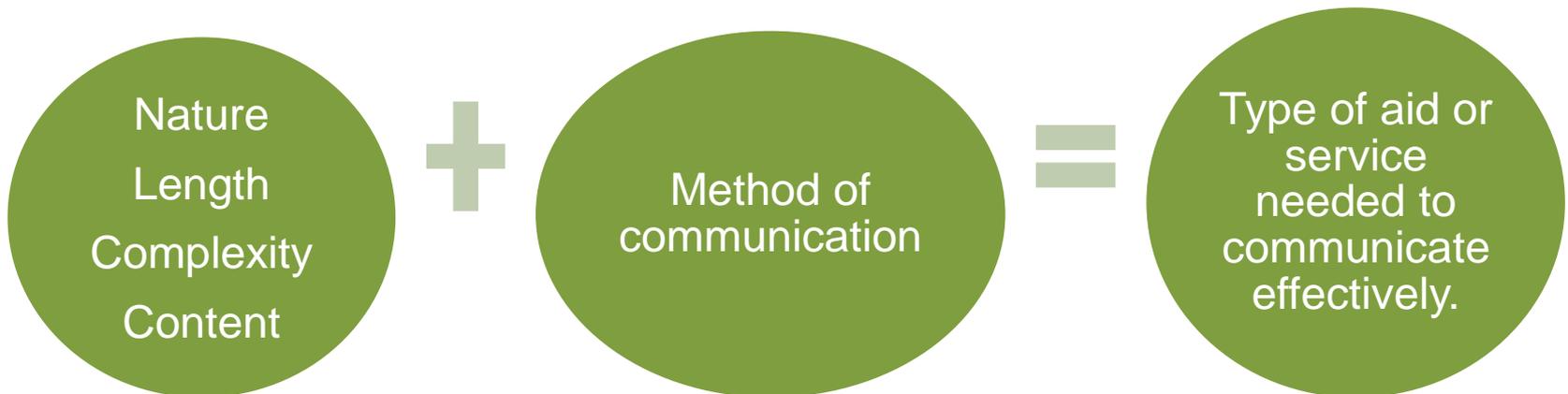
Video Remote Interpreting Solution (?)

- High speed internet-based video connection to provide visual access to an interpreter who is in a different physical location than the patient and provider.



VRI and the ADA

- 2010: US Department of Justice stated that entities do have the choice of using VRI or on-site interpreters in situations where ***either could be effective.***
- Remember: Effective Communication is the goal.



Provider Business Practices

- Use of provisionally licensed interpreters;
- Use of VRI only; and
- Hospitals tend to contract with single agencies which limits the pool of qualified interpreters.



Standard ASL/English Interpreter Business Practices

Independent contractors

- Self-employed
- Responsible for all aspects of operating their own business.

Service provider agencies

- Employees who work either full-time or part-time with all business aspects handled by their employer.

Interpreter Terms of Services

Rates

- Hourly rates (2 hour minimum)
- Vary among individuals and agencies.
- \$40 to \$60 per hour from individuals
- \$70 to \$100 per hour from agencies

Travel Fees

- Mileage fees based on round trip miles multiplied by the federal rate, currently at \$.53/mile
- Sometimes travel time is charged at the hourly interpreting rate.

Cancellation

- Vary from twenty-four (24) hours to two (2) weeks,
- If assignment requires less time than scheduled or the assignment is cancelled upon arrival, the charges are generally for the time originally requested.