

## **Interpretation Services for Deaf or Hard of Hearing Patients & Families**

### **Sign Language Interpreters**

St. Joseph Mercy Hospital Ann Arbor and Livingston must provide an interpreter for any critical communication with deaf or hearing-impaired patients.

A certified medical interpreter may be obtained through Video Remote Interpretation Service via the iPad tablets or through in-person interpreters provided by agencies contracted by SJMHS.

All services provided are available 24/7 and at no cost to the patient. Documentation in the medical record must reflect the use of an interpreter or a patient's refusal of an interpreter or their desire to use a family member or friend.

### **Other Sign Language Interpreter Options:**

#### **American Sign Language Agencies**

- Deaf and Hearing-Impaired Services
  - Phone: 248-473-1888
  - Available 24/7, with on-call personnel overnight
- Michigan Interpreting Services Inc.
  - Phone: 734-620-2675
  - Call to schedule 8am-5pm. If done in advance, can schedule interpreter for after hours (nights, weekends, etc.)
- Deaf C.A.N.
  - Phone: 248-332-3331
  - Available 24/7. If after 5pm, message will direct you to pager number to connect with on-call interpreter.

### **Michigan Relay Center**

Allows the health system to contact a deaf patient outside of the hospital via telephone: Call 1-844-578-6563 for assistance.

**Deaf and Hard of Hearing Family Members** – It is appropriate in many situations to provide a sign language interpreter to help communicate with family members regarding the health of a child or family member.