

Interpreter Services are Available

Policy Statement

Interpreter Services for ProMedica Patients

To ensure effective communication with patients and their companions who are deaf, hard of hearing, have limited English proficiency (LEP), or have other language barriers, ProMedica provides appropriate auxiliary aids and services free of charge. These services may include: American Sign Language and oral interpreters, foreign language interpreters, video remote interpreters, a video relay service, speech to text services, visual aids, written materials, and closed captioned television. If you recognize or have any reason to believe that a patient or the relative, close friend, or companion of a patient is deaf, hard of hearing, or has any language barrier, you must advise the person that appropriate services and auxiliary aids will be provided free of charge when necessary.

To obtain such auxiliary aids or services, the patient or companion may ask any hospital personnel or go to the nearest registration desk. If you are the responsible health care provider, you must ensure that such aids and services are provided when appropriate. All other personnel should direct the individual to the Americans with Disabilities Act (ADA) Administrator. The role of ADA Administrator is filled by the Administrator on Call and can be delegated to the house supervisor.

If you recognize, or have any reason to believe that a Patient or a relative, close friend, or Companion of a Patient is deaf or hard of hearing, you must advise the person that appropriate auxiliary aids and services, such as sign language and oral interpreters, video remote interpreting services, TTY s, note takers, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, televisions with captioning or closed caption decoders, and open and closed captioning of most ProMedica programs, will be provided free of charge when appropriate. If you are the responsible health care provider, you must ensure that such aids and services are provided when appropriate. All other personnel should direct that person to the appropriate ADA Administrator of their hospital, and for the Physician's Group, the Office Managers shall function in this manner, and the department directors for outpatient and ancillary services shall be responsible.

Contact information for Acute Care ADA Administrators:

ProMedica Toledo & Toledo Children's Hospitals:	419-291-6910 (voice) / 419-291-5579 (TTY).
ProMedica Wildwood Ortho & Spine Hospital:	419-578-7079 (voice) / 419-291-5579 (TTY).
ProMedica Bay Park Hospital:	419-690-8653 (voice) / 419-291-5579 (TTY).
ProMedica Charles & Virginia Hickman Hospital:	517-577-0000 (voice) / 419-291-5579 (TTY).
ProMedica Defiance Regional Medical Hospital:	419-785-7301 (voice) / 419-291-5579 (TTY).
ProMedica Flower Hospital:	419-824-1277 (voice) / 419-291-5579 (TTY).
ProMedica Memorial Hospital:	419-332-7321 (voice) / 419-291-5579 (TTY).
ProMedica Fostoria Community Hospital:	419-435-7734 (voice) / 419-291-5579 (TTY).
ProMedica Monroe Regional Hospital:	734-240-5338 (voice) / 419-291-5579 (TTY).
ProMedica Coldwater Regional Hospital:	517-279-5400 (voice) / 419-291-5579 (TTY).