SERVICES FOR PERSONS WITH DISABILITIES

Under the American with Disabilities Act (ADA) of 1990, persons with disabilities are entitled to reasonable accommodations during their health care visit at no cost. Virginia Hospital Center supports not only the letter, but the spirit and intent of all civil rights legislation.

The Hospital provides support services and auxiliary aids for effective and clear communication 24 hours a day. Let us know if you need assistance with communication due to hearing, vision, and or speech impairment, or if you wish to communicate with your providers in a language other than English.

If you require special accommodations for your visit, please notify the registration clerk, scheduling clerk, or the nursing staff on admission.

How do I get a Language interpreter?

• When scheduling your appointment or service let us know if you have the need for an interpreter.
• When you come to the Hospital, tell the staff you need an interpreter.
• The Hospital has staff interpreters and a telephone language line service to provide immediate support for over 100 languages and dialects.
• Video remote interpreting (VRI) has Language interpreters for the following languages:
  - Spanish
  - Arabic
  - Russian
  - Vietnamese
  - Mandarin
  - Cantonese

• On call medical interpreters are also available if necessary.

Interpreters and Auxiliary Aids

Virginia Hospital Center provides medically trained interpreters for patients and their support person who do not speak English proficiently or who are deaf. There is no cost to the patient or family for interpretation.

Services for the Deaf and Hearing Impaired

• On call sign language interpreters
• Video remote sign language interpreters
• Communication boards

Auxiliary Aids for Deaf and Hearing Impaired

• In-house telecommunication services (TTY phones)
• Volume controlled telephones
• Sound amplifiers
• Closed-captioned televisions
• UniPhone: Combines a telephone, TTY and amplified telephone all in one
• Cap-Tel Telephone: Captioned telephone. Built in screen displays a text printout. Has volume and tone control.

Services for the Visually Impaired

• Service animals are permitted as long as the patient has a care taker for the dog throughout their entire stay
• Braille telephones
• Recordings of discharge instructions available upon request
• Soft touch Braille devices