

I can't do my telemedicine visit because... I DON'T HAVE THE ACCOMMODATIONS I NEED



WHAT DOES THIS MEAN?

English may not be your first language, or you may have a disability or special health care need that makes it hard for you to communicate with your provider without special accommodations for you or your child. These accommodations could include an interpreter, special software, or extra assistance. The Americans with Disabilities Act requires that health care providers give devices, equipment or services necessary for effective communication between a person who has a vision, hearing or speech disability and one who does not.



WHO CAN HELP?

- Your provider
- Your Family-to-Family Health Information Center
- Local disability organizations
- Local department of health



WHAT ARE MY NEXT STEPS?

- Talk to or plan with your provider about what devices, equipment and services you may need to communicate. Be specific and feel empowered by your rights.
- Contact your Family-to-Family Health Information Center.
- Find your state or territory Disability Network Center
- Find your state or territory Protection and Advocacy Center



WHERE CAN I LEARN MORE?

- Accessible healthcare fact sheet**
- A guide to disability rights laws
- Family Voices: Family-Centered Telehealth Rights and Responsibilities document.
- COVID-19 Communication Rights Toolkit

**NOTE: includes links to printer-friendly, large print and Spanish versions.