

Sample New Medical Provider Letter

Date

Dr. Name

Address

Town, State ,Zip code

Dear Dr. _____;

I am very excited to have you as my doctor/dentist. I am writing this letter so that you and your staff will understand what I need for effective communication and so we can enjoy a good professional relationship.

I am deaf and communicate using American Sign Language (ASL). ASL is not English and I am not fluent in reading and writing English. I had help writing this letter because I want to be sure that you completely understand my needs. Because ASL is my natural and primary language, I will need an ASL interpreter for important communication that takes place between us. It may not be necessary to have an interpreter every time I make an office visit, particularly when my visit will be very brief. An interpreter is needed when discussing problems, symptoms, diagnosis, treatment, and medical procedures and when obtaining informed consent for treatment or procedures. An interpreter is not needed when drawing blood, doing lab work, refilling an existing prescription or other very brief appointments where vital information is not discussed.

If you are not sure whether an interpreter is needed for effective communication, I encourage you to contact me before the appointment. Anytime you think an interpreter is needed, you are free to provide one even if the appointment is one where I have not considered an interpreter necessary.

Your willingness and conscientiousness in ensuring effective communication between us is deeply appreciated. I will make every effort to contact you in a reasonable manner and at a reasonable time should I need to cancel or reschedule my appointment. I certainly don't want you to have to incur expenses for an interpreter if I cannot keep my scheduled appointment.

To help you know who to contact to schedule an interpreter, I am providing a list of interpreters and interpreter services in our area that I know to be very good.

Rock Star ASL Interpreters
Anywhere, Kansas
(620) 191-1111

Best ASL in Central Kansas
Middletown, Kansas
(620) 155-1234

Jane Greathand's ASL Interpreter
Centralville, Kansas
(620) 555-1232

Jack Gestures, ASL Interpreter
Hickstown, Kansas
(620) 989-2345

You may also contact the Kansas Commission for the Deaf and Hard of Hearing if you need further assistance in finding an ASL interpreter. The phone numbers for the Commission are (800) 432-0698 or (785) 368-8034 (Topeka).

You and your staff should know the most effective way to contact me should you need to visit with me outside of the office about medical issues, appointments, scheduling or if an interpreter will be necessary for an appointment.

[Choose appropriate method]

If you have a TTY/TDD in your office, you may call me directly on my TTY/TDD. My number is: _____. If you do not have a TTY/TDD, call the Relay Service at 800-766-3777. Provide them with my phone number and the Relay Operator will connect you with my TTY/TDD and serve as a conduit for our conversation.

I use the Video Relay System. To access me via Video Relay (VR), call the VR Operator at 866-498-4777. Give them my number/IP address to access my video system. My number/IP address is: _____. The VR Operator will contact me through my video system and act as the interpreter for our conversation.

I don't have a TTY/TDD/Video Relay and request that you contact me via e-mail. My e-mail address is: _____. I check my mail frequently.

Although I have some family members or friends who can interpret ASL, I prefer not to use them for my medical issues for privacy reasons. I want to be sure that I can honestly communicate with you. However, if you are not be able to contact me by the method(s) above, I give you permission to call Jane Doe at _____ (her number here) and she will let me know that you or your staff needs to speak to me as soon as possible.

I appreciate the care and service that you provide to me. I hope this letter will enhance our professional relationship and clarify what my needs are for effective communication. Thank you for your time and attention to this issue. If you have any questions or additional concerns, please contact me and let's discuss this further.

Sincerely,

Patient name