

Problematic Comments Made to Deaf and Hard of Hearing Individuals in Healthcare Settings

- ① “Can you read lips?”
- ② “We have Video Remote Interpreting (VRI), that’s our only option.”
- ③ “Did you bring someone to translate for you? If not, we need to reschedule.”
- ④ “When/how did you become hearing impaired?”
- ⑤ “Have you considered a cochlear implant?”
- ⑥ “Tell him/her”
- ⑦ “We only provide interpreters for the patient, not family members.”
- ⑧ “We forgot to schedule an interpreter for your appointment.”
- ⑨ “Is there another person we can talk with about your condition/treatment plan?”
- ⑩ “I’m not sure who to contact to get the accommodation(s) (e.g., interpreter, real-time captioning, and assistive listening device) that you are requesting.”
- ⑪ “We don’t provide real-time captioning services.”
- ⑫ “We have wonderful news; your child has normal hearing!”
- ⑬ “Why can’t your child interpret for you?”
- ⑭ “It’s okay if we don’t have an interpreter, the nurse will provide you with notes.”
- ⑮ To the interpreter: “Thank you for being here – it’s so nice of you to help them!”