

Auxiliary Aid and/or Service Request for Patients and Companions

To ensure patients and companions have equal access to healthcare we offer a variety of auxiliary aids and services that can be used, free of charge, during each visit.








Patient/Companion Information:

Your Name: _____ Date of Birth: _____
 Name of person utilizing the aid/service: _____
 Date of Birth: _____
 Date & Time auxiliary aid/service needed: _____
 Department (i.e. Family Medicine, Short Stay, Thompson, etc.) _____

Below is a list of auxiliary aids and services available. Please check the box next to the auxiliary aid or service you or your companion would like to use:


Auxiliary Aids


- PockeTalker (Personal amplifier-amplifies sound. Hearing aid compatible) 
- TTY/TDD (Telecommunications device for the deaf or hard of hearing) 
- Big button phone (Braille, amplification/volume control, visual ringer, hearing aid compatible) 
- Door knock sensor 
- Visual monitor/baby cry alarm
- Deaf/Hard of Hearing laminated door sign
- Dry erase board- writing/drawing back and forth
- Page and hand magnifiers 
- Signature guides

Pictogram

Closed captioning 

Language/Auxiliary Services

Live on-site interpreters (as requested) 
 Language needed: _____

Telephonic interpreting 
 Language needed: _____

Video Remote Interpreting (Deaf Talk) 

CART (Communication Access Real Time Translation)

Other: _____

Please give this form to one of our staff members. Thank you.

If you have any questions or need additional information please contact the

Interpreter Program Coordinator:

Available Monday - Friday
 7:00 am - 4:30 pm

Voice: (603) 354-6656

VP: (603) 499-4168

TTY/TDD: (603) 354-6657

Nights, weekends and holidays please call:

Voice: (603) 354-5400

TTY/TDD: (603) 354-7982

Dial "0" for the operator and ask to have the
 Nursing Supervisor/Program Administrator paged.

CMC/DHK has a process to address complaints or grievances through our Patient Relations Office. The Patient Relations Representative can provide more information on this process and can be contacted at (603) 354-6577. Alternatively, you or your family may also contact the Joint Commission at 1-800-994-6610 or via email at: complaint@jointcommission.org.

