

# 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](mailto:complaint@jointcommission.org).

