



Rights and Responsibilities Providers

Federal, state, and local laws address the communication rights of hard-of-hearing and deaf patients, families, and caregivers. Despite the Americans with Disabilities Act (ADA) of 1990, regulations and guidelines established by regulatory and accreditation bodies such as The Joint Commission and the Centers for Medicare and Medicaid, access to effective communication continues to be a challenge for hard-of-hearing and deaf patients, resulting in healthcare disparities.

In March 1998, the Advisory Commission on Consumer Protection and Quality in the Health Care Industry issued its final report, which included the Consumer Bill of Rights and Responsibilities.¹

You have the right to receive accurate information you can understand about your health, treatments, health plan, providers, and health care facilities. If you speak another language, have a physical or mental disability, or just do not understand something, you will be helped so you can make informed health care decisions.

For more information on laws, regulations, and guidelines see:

[U.S. Department of Health and Human Services](#)
[Americans with Disabilities Act](#)
[Culturally and Linguistically Appropriate Services](#)
[The Joint Commission "Roadmap"](#)
[National Association for the Deaf](#)

¹ Internet Citation: About AHRQ. October 2015. Agency for Healthcare Research and Quality, Rockville, MD. [Consumer Bill of Rights and Responsibilities](#)