



gracepoint

HEALTHCARE

## Auxiliary Aid Information

All Gracepoint staff are trained within 30 days of hire as well as annually to provide services to patients with disabilities, including Deaf or Hard-of-Hearing patients and those with limited English proficiency. Certified Interpreter agencies provide a statement indicating all those providing interpreters services to the deaf or hard of hearing are certified interpreters.

Requests for on-site in-person interpreter services should be scheduled two business days prior to your scheduled appointment. Please inform staff at the time you are scheduling your appointment that interpreter services will be required to effectively communicate with our providers.

Gracepoint contracts with the following agencies to serve the Deaf or Hard of Hearing:

**Jessica Harris Interpreting (on site in-person only)**

Website: [JHinterpretingservices.com](http://JHinterpretingservices.com)

**Cyacom (on site in-person and video remote interpreting-VRI)**

Website: [Cyacom.com](http://Cyacom.com)

**ACD (on site in-person only)**

Website: [www.acdasl.com](http://www.acdasl.com)

**Purple (on site in-person only)**

Website: [www.signlanguage.com](http://www.signlanguage.com)

**ALTA Language Services**

Website: [altalang.com](http://altalang.com)

Gracepoint contracts with the following agencies to serve those with limited English proficiency:

**CyraCom**

Website: [www.cyacom.com](http://www.cyacom.com)

**ALTA Language Services**

Website: [altalang.com](http://altalang.com)

Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Limited and patients who use specialized telephone equipment can communicate with staff via standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the following toll free numbers:

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-3771 (ASCII)
- 1-877-955-8260 (VCO-Direct)
- 1-800-955-5334 (STS)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Cr)