



ATHOL HOSPITAL | HEYWOOD HOSPITAL | HEYWOOD MEDICAL GROUP | QUABBIN RETREAT

Auxiliary Aids and Services for Deaf and Hard of Hearing Patients

Heywood Healthcare (“Heywood”) is committed to communicating effectively with all of its patients and their families about the care and treatment that it provides. Heywood’s policy is to provide auxiliary aids and services to deaf and hard of hearing patients who are deaf or hard of hearing, appropriate auxiliary aids and services, including trained interpreters, are available at no cost.

The auxiliary aids and services Heywood offers include, but are not limited to, on-site qualified American Sign Language interpreters, video interpreting services, TTYs for telephone communications, and other telephonic amplification and accommodation services.

If you need an auxiliary aid or service in order to communicate while you are at Heywood, please inform your nurse or doctor immediately.

For more information about the services offered and/or to request the services, please contact:

The Multicultural Services Department

Phone: 978-630-6166

TTY: 978-630-6800

Fax: 978-669-5604

Barbara.Nealon@heywood.org Department Director

Heywood strongly discourages the use of friends and family members as interpreters. While it is the patient’s decision whether or not to use a family member or friend as an interpreter, Heywood strongly encourages the use of trained interpreters. Should you decline to use the auxiliary aids and services offered by Heywood, you will be required to complete a Patient Decline Service Form.

Procedure for Reporting Issues Related to Auxiliary Aids and Services

Heywood is dedicated to treating all of its patients with respect and consideration and hopes that all patients and their families leave satisfied with the treatment and care they have received. In the event a patient has a question, issues, or concern related to Heywood’s treatment of their need or request for an auxiliary aid or service, we encourage them to contact the Multicultural Service Department at 978-630-6166 (TTY 978-630-6800).

The Multicultural Service Department will make every effort to promptly investigate and resolve the issue as soon as possible. In the event that an issue cannot be immediately and informally resolved to the patient’s satisfaction, the Multicultural Service Department will respond in writing to the complaining party within thirty (30) days.

Additionally, pursuant to Heywood policy, the patient can file a grievance with the hospital to voice concerns regarding his or her care and treatment. To file a grievance, please contact the Patient Satisfaction Hotline at 978-630-6400. For assistance in placing this call, you may contact Massachusetts Relay Service at 800-720-3480 (for TTY and ASCLII Users) or 800-720-3479 (for Voice and Hearing Users).