

Accommodations For Hearing Loss Are Not Limited to ASL Interpretation



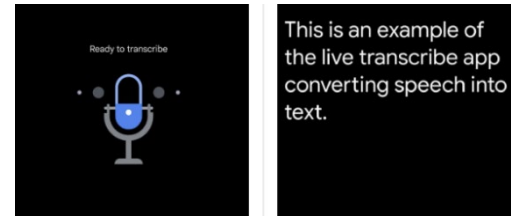
Most individuals with hearing loss DO NOT use ASL but rely on text to speech apps and captioning for full comprehension.

Android devices use Live Transcribe Speech to Text App



<https://www.android.com/accessibility/live-transcribe/>

You can use Live Transcribe on your Android device to capture speech and sound and see them as text on your screen. Pre-installed on Pixel and Samsung devices, you can download Live Transcribe directly from the Play Store on any compatible device. Offline mode only works on Android phones with at least 6GB of RAM.



If Live Transcribe is not preinstalled, you must download.

1. Download Live Tran scribe on [Google Play](#).
2. Go to the Apps section.
3. Tap the Live Transcribe app.
4. Hold your device microphone near the person or sound that you want to capture. The microphone is usually located at the bottom of your device.

How to Use Live Transcribe offline


By default, Live Transcribe needs an internet connection to work, but you can download your spoken language to use it offline. Offline mode only works on Android phones with at least 6GB of RAM. Pre-installed on Pixel and Samsung devices, you can download Live Transcribe directly from the Play Store on any compatible device.

Apple Devices use the accessibility feature Live Captions

<https://support.apple.com/guide/iphone/get-live-captions-of-spoken-audio-iphe0990f7bb/ios>

Live Captions is an accessibility feature on iOS that automatically generates text for spoken audio, both within apps and for conversations around you. It can be useful for people who are deaf or hard of hearing, or anyone who prefers to follow audio with subtitles. The new option lets users easily turn on automatic captioning in their Settings menu, which will apply to any audio played within the device, from phone calls to FaceTime sessions, to videos.

Set up and customize Live Captions

1. Go to the Settings app  on your iPhone.
2. Tap Accessibility, tap Live Captions, then turn on Live Captions.
3. Tap Appearance to customize the text, size, and color of the captions.

ADA Business Brief: Communicating with People Who Are Deaf or Hard of Hearing in Hospital Settings

People who are deaf or hard of hearing use a variety of ways to communicate. Some rely on sign language interpreters or assistive listening devices; some rely primarily on written messages. Many can speak even though they cannot hear. The method of communication and the services or aids the hospital must provide will vary depending upon the abilities of the person who is deaf or hard of hearing and on the complexity and nature of the communications that are required. Effective communication is particularly critical in health care settings where miscommunication may lead to misdiagnosis and improper or delayed medical treatment.

- **It is inappropriate to ask family members or other companions to interpret for a person who is deaf or hard of hearing. Family members may be unable to interpret accurately in the emotional situation that often exists in a medical emergency:** <https://archive.ada.gov/hospcombr.htm> [archive.ada.gov]

What To Keep in Mind for Medical Appointments and Hospital Visits

Some hospitals may discourage or limit the use of speech-to-text apps because of concerns related to:

- **Privacy and confidentiality** — Hospitals must protect patient information under laws like HIPAA. Staff may worry conversations could be stored, shared, or overheard.
- **Recording concerns** — Some employees mistakenly think speech-to-text apps are recording audio, even when they only provide live captions.
- **Sensitive medical information** - Discussions may involve other patients or private information nearby.
- **Hospital policies**- Some facilities have blanket rules about phone use or electronic devices in clinical areas.
- **Lack of staff awareness** — Staff may not understand that speech-to-text apps are an accessibility tool, not simply a convenience app.
- **Technology reliability** — Hospitals may worry about transcription errors during important medical conversations.

However, many hospitals do allow these apps when used as communication accommodation for individuals with hearing loss. Patients can often explain:

- The app is being used only for accessibility
- Whether audio or captioning is or is not being saved
- Whether it can function offline and not be shared.
- Helps ensure accurate understanding of medical information.
- Provides instant speech-to-text captions during conversations
- Help patients better understand doctors, nurses, and medical instructions
- Useful in noisy environments like emergency rooms or busy clinics
- Supports clearer communication when masks or accents make speech harder to understand
- Can reduce misunderstandings about medications, appointments, or care instructions
- Allow patients to participate more independently in their healthcare,

You can also request communication accommodations through the hospital's patient advocate, ADA coordinator, or interpreter/accessibility services department.

People with hearing loss have the right to effective communication in medical settings under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Accommodations are not limited to ASL interpretation. Healthcare providers must consider the individual communication needs of each patient.

Possible accommodations may include:

- Real-time captioning (CART)
- Speech-to-text apps or captioning technology
- Written communication
- Assistive listening devices
- Amplified phones or hearing devices
- Clear masks when available
- Patient portals, text, or email communication for appointments and follow-up
- Quiet rooms or reduced background noise
- Facing the patient while speaking
- ASL interpreters for those who use sign language
- Oral Interpreters
- Face masks with clear window
- Extra time for appointments
- Consider putting a visual or tactile alert system in your waiting room: Matrix AIO Paging System [pagertec.com]
- Pre - instructions...if patient is having a procedure for which hearing aids must be removed, provider should explain what will be done before! Hearing aids are removed.

The goal is “effective communication,” meaning the patient can understand and participate in their medical care as fully as someone without hearing loss.

Patients can request accommodations in advance and hospitals should provide reasonable accommodations at no additional cost for the patient.