[DATE]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Doctor or healthcare provider’s name]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Address]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [City/State/Zip code]

Dear Dr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:

I had an appointment on \_\_\_\_\_\_\_\_\_\_\_\_\_. I requested an interpreter on \_\_\_\_\_\_\_\_\_\_\_\_. When I requested the interpreter, I spoke with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and I was told \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. However, I was not provided \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (choose: an interpreter, my requested type of interpreter, or effective communication) and I was not able to effectively communicate with my healthcare provider. I need effective communication because it helps me understand the information that is being presented and so I can ask questions about medical procedures, medication side effects, diagnoses, and treatment plans.

[Include any other information that you want to add]

The Americans with Disabilities Act (ADA) states hospitals and doctor’s offices must provide auxiliary aids or services to people with disabilities for effective communication. If you want to learn more about effective communication rules, you can review the U.S. Department of Justice’s guidance on effective communication <https://www.ada.gov/resources/effective-communication/>. You can also contact the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) <https://www.acdhh.org/> for additional information, like how to find an interpreting agency.

I am asking you to investigate this situation and to provide me with the results of your investigation. In the meantime, I ask that you include my request for an interpreter in my medical chart.

I can be reached at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [phone number] and I am willing to discuss the issues that I experienced.

Sincerely,

[Your Name]