

Case Study 1 – Family Emergency:

Interpreter Request:	<ul style="list-style-type: none"> • ASL interpreter requested for immediate emergency situation in hospital • Time: Expected 2 hours • Setting: Emergency Room • Hospital has attempted to use VRI unsuccessfully. • Both Deaf consumers have already been at hospital for over an hour. • Consumers: Deaf husband & wife (patient is the wife)
More information about situation:	<ul style="list-style-type: none"> • Hearing Interpreter has already been interpreting all day with other assignments. • Middle of the night • Life or death • Significant amount of complex medical and emotional information • Medical history & other related medical questions • Hospital is running many intensive medical tests
More information about Consumer:	<ul style="list-style-type: none"> • Deaf husband is experiencing stress dividing attention between supporting wife, and communication facilitation. • Deaf patient is in critical condition. • Deaf consumers appear to be intellectually and physically competent. • Hearing consumers consist of doctors, nurse, patient care technicians, and other support staff. • Deaf consumer is very emotional, stressed, worried, and exhausted. She is not thinking clearly in this intense situation. • Deaf husband wants a DI - HI is ambivalent.
Demands for Educating Consumers:	<ul style="list-style-type: none"> • HI recognizes that Deaf husband is doing a lot of the interpreting, but they have not asked for CDI. • HI is a “Friend” in the Community. • Nurse doesn’t know how to make the request. • Receptionist is willing to call a local agency. • The hospital does not have a contract with any DIs.
Demands regarding Advocating for DI:	<ul style="list-style-type: none"> • Hospital wants to use Deaf husband to interpret. • Hospital policy is to have limit number of people in recovery room, patient rooms, etc. • Hospital is concerned about HIPPA violations. • Deaf wife prefers her husband to interpret instead of using DI.