



Information for Hearing Impaired Patients

It is Benevere Specialty Pharmacy's policy that staff members MUST communicate with a patient in a language and/or format that the patient can understand. We consider communication successful when the patient and/or caregiver can repeat back in their own words and/or communication method all the important information about the service provided.

When a patient has a hearing impairment, Benevere Specialty Pharmacy's staff is trained to have a basic understanding of the Federal Communications Commission (FCC) regulated 711 Telecommunications Relay Service that provides hearing impaired patients with a means to communicate. Benevere approaches communicating with our patients with hearing impairment in various different ways depending of the patient's needs:

- Our staff is trained to determine what the patient's desired method of communication is (i.e. paper and pencil, sign language via interrupter, e-mail, etc.) and uses the preferred method of communication whenever possible.
- Our staff is fully trained to understand that communication via 711 telecommunications relay services are a primary means of communication for many hearing impaired individuals. Our staff understands that these services are HIPAA compliant and the patient should be addressed directly, not the interrupter.
- When face-to-face communication is required or preferred, we utilize [Deaf Connect of the Mid-South](#) Interrupter Services. This is often an important component of care when "hands on" administration of your medication is required. This can be done in our local pharmacy location or in the patient's home.

If you are a patient that requires special accommodations or would like to learn more about Benevere's ability to meet your needs, please contact us via the contact information below:

(855) 344-8724
language@beneverepharmacy.com

Resources:

[Deaf Connect of the Mid-South, Inc.](#)
<http://www.deafconnectmidsouth.org/about-us/>

[Federal Communications Commission](#)
<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>