

## **A Call to Action toward Achieving Accessible Telehealth**

*Two things you need to know:*

1. The Communications Video and Technology Accessibility (CVTA) Act has the potential to impact compliance with the ADA requirement for effective communication in health care settings. **When a healthcare provider uses telehealth services, these platforms must include the ability to provide captioning for people with hearing loss.**

2. A recent order issued by the Federal Communication Commission (FCC) requires that by September 3, 2024, video conferencing platforms, including telehealth platforms, ensure they are accessible to people with disabilities. **For people with hearing loss, that means having access to captioning.**

*Two actions you can take:*

1. Write to your senators and congresspersons and ask them to co-sponsor CVTA.
2. Share with your healthcare provider your need for captions in telehealth appointments. Ask your provider to communicate with their platform provider to ensure captions are included in the build used for telehealth services.

We hope you will answer this Call to Action and share with your networks.

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