

I did make some complaints to the Scheduling Dept. at the Summit Medical Group, formerly Bend Medical Clinic, why I was not notified that there will be no interpreter for my doctor appointments after I showed up for my appointments. We only have 3-4 non-certified interpreters in our 200+ deaf, deaf/blind and hard of hearing community.

To my understanding, the agency who handles in providing the services didn't meet our deaf community's need in a professional way. The agency does not have the ability to screen the interpreter's qualifications when they are hired. We don't have any certified interpreters for our medical settings, only non-certified (generalist) which frustrated me. Summit Medical Group won't let me to pick another agency in our town that has more certified interpreters because they have a contract with the original agency. What I would like to see is to allow us to pick an interpreting agency of our choice which is available in our town.