

What to do if the Doctor says no?

1. If the doctor leases space from a medical building that is owned by a hospital, call the hospital's interpreter services and ask them to provide an interpreter for the doctor's office. Under the ADA, the person who owns the space where the medical office is located may also be responsible for the accommodation. This is the case where the building owner focuses on having all doctors and medical offices in its building
2. Call up the insurance company. Most insurance companies receive and administer Medicare policies, especially those that are a part of the Affordable Care Act (a/k/a Obamacare), and if they do, they are not allowed to discriminate in their programs and services under a law called [Section 504 of the Rehabilitation Act](#). Tell them that the doctor on their plan refused to provide an interpreter and you want to see a doctor that will provide an interpreter.