

## Appendix C: Collection of Patients' Disability Status: Frequently Asked Questions

### 1. Why is disability status being collected?

To provide equitable, patient-centered care that responds to the needs of its patient population, consistent collection of patients' disability status data need collected. Also, it's also the law! As part of the Affordable Care Act, healthcare organizations must now document patients' disability status in order to track the quality of care delivered to patients with disabilities and to identify patients who require healthcare accommodations.

### 2. Why is disability status being collected at registration?

All of the healthcare team members need to be aware if a patient has a disability so that everyone from the person registering and scheduling the patient to the doctor to the phlebotomist can accommodate the patient.

### 3. How do patients feel about being asked to disclose their disability status?

In surveys, 94% of all patients with and without disabilities report being comfortable with healthcare organizations collecting their disability status.

### 4. How should I respond if someone refuses to answer the question?

Patients are not required to provide a response to the disability status questions. Registration staff should mark "Prefer not to answer" in Epic and proceed to the next question.

### 5. What do I do if a patient requests a specific accommodation?

At this time, we cannot guarantee that a specific clinic or facility will have the requested accommodation. However, let the patient know that you will make a note about this in their chart so that the clinic staff is aware of their needs.

### 6. What if someone says they do not have a disability, but I think they might?

Disability status is a patient-reported field, just like race and ethnicity. Providers and staff should not assume or record a disability in the disability status field if the patient does not report having one. Patients who report a disability may receive accommodations from the healthcare system. Accommodations will be made for those patients identifying a need.