

Appendix B: Example Prompt and Disability Questions

Prompt: “The next question asks about whether or not you have a disability, in order to help us train our staff and figure out how to be most helpful to our patients.”

Screener question: “Due to a disability, do you need any additional assistance or accommodations during your visit?”

If NO, do not ask any additional disability questions and move to next section.

Only if YES: “Thank you, now I’m going to ask you a few more questions about your needs.”

1. Are you deaf or have serious difficulty hearing? (**deaf/hard of hearing**)
 2. Are you blind or do you have difficulty seeing, even when wearing glasses? (**blind/visually impaired**)
 3. Do you have serious difficulty walking or climbing stairs? (**mobility disability**)
 4. Do you have difficulty remembering or concentrating? (**cognitive disability**)
 5. Do you have difficulty dressing or bathing? (**manual dexterity disability**)
 6. Using your usual language, do you have difficulty communicating (for example, understanding or being understood)? (**communication disability**)
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Scripted responses if a patient asks why this information is being collected, has concerns about answering the prompt or receiving accommodations.

Q: Why is this information being collected?

A: “We ask this question to all new patients at the clinic in order to learn more about our patient population and the accommodations that our patients with disabilities might need, such as large print documents for patients with visual impairment, or height-adjustable exam tables for patients with physical disabilities. This allows us to identify ways to best meet the needs of all of our patients. However, you can choose not to answer this question if you prefer.”

Q: Will you provide my requested accommodation?

A: “At this time, we cannot guarantee that a specific clinic or facility will have your requested accommodation. However, I will make a note about your accommodation request in your chart so that the clinic staff is aware of your needs.”