

ACCOMMODATIONS FOR PATIENTS WITH DISABILITIES IN HEALTH CARE FACILITIES

The Disability Equity Collaborative's Practice Leaders and Documenting Disability Status workgroups developed a comprehensive list of potential disability accommodations that health care facilities can make available to patients with disabilities to facilitate equitable access to healthcare services. These are accommodations that could be listed in the electronic health record. Note: This list does not include universal accommodations, such as environmental modifications (e.g., grab bars in a bathroom) that all health care facilities are mandated to provide according to the Americans with Disabilities Act.

Accessible Medical and Diagnostic Equipment

1. Transfer board
2. Lift
 - a. Hoyer
 - b. Ceiling track
3. Height adjustable exam table
 - a. Side rails
 - b. Safety belts
4. Accessible weight measurement equipment
 - a. Wheelchair scale
 - b. Digital scale for lift
 - c. Seated scale
5. Accessible diagnostic equipment
 - a. Mammography machines
 - b. X-ray equipment
6. Knee crutch stirrups for exam table in gynecologic exam room
7. Facility wheelchair

Effective Communication

1. Face-to-face or phone communication
 - a. Communication boards
 - i. Word boards
 - ii. Picture boards
 - iii. Letter boards
 - b. White board and dry erase marker
 - c. Text-to-speech apps
 - d. Speech-to-text apps
 - e. Verbal instructions in writing
 - f. Written or electronic appointment reminders and communication
 - g. Picture schedules and social stories
 - h. Sound amplification device
 - i. Voice amplifiers
 - j. Portable hearing loops
 - k. Clear masks
 - l. Communication Access Real Time Translation (CART)

- m. American Sign Language or other sign language interpretation (screens for video interpretation)
 - n. Relay telephone calls
 - o. Qualified reader
 - p. Qualified note taker
 - q. Video phone
 - r. Effective communication strategies. Examples can include:
 - i. Look at the patient while either you or the patient is speaking
 - ii. Use words that are respectful and appropriate for patient's age
 - iii. Use visuals, including writing down key information
 - iv. Use visuals scales for assessment (e.g. FACES or depiction of body to point to for pain)
 - v. Use simple language and short sentences
 - vi. Speak clearly and at a medium pace
 - vii. Frequently check that the patient understood
 - viii. Use meaningful gestures
 - ix. Provide extra time for patient to process and respond
2. Print or written materials
 - a. Materials (e.g. discharge instructions) in picture format
 - b. Materials in plain language
 - c. Audio recordings of materials (e.g. discharge instructions)
 - d. Materials in large print
 - e. Materials in Braille
 - f. Auditory or adaptive pill bottles
 - g. Signature guides
 - h. Magnifiers, including full page magnifiers
 3. Electronic Materials
 - a. Screen readers
 - b. Audio description of video informational materials
 - c. Audio treatment summary and instructions

Environmental modifications and accommodations

1. Light dimmers and brighteners
2. Noise cancelling headphones
3. Sensory fidgets
4. Sunglasses
5. Low stimulation environment
 - a. Low noise
 - b. Low light
 - c. Low odor

Policies and Assistance

1. Rooming and Scheduling
 - a. Minimize wait time once patient arrives
 - b. Allow patient to wait in a quiet area
 - c. Schedule appointments at times of day that will limit waiting or delays
 - d. Longer appointment times or appointments scheduled for end of day
 - e. Private space or room when possible

2. Staff available to assist with:
 - a. Written forms
 - b. Reading written information aloud in private location
 - c. Patient kiosks
 - d. Changing clothes
 - e. Navigating to and within facility
 - f. Push wheelchair
 - g. Bathroom activities
 - h. Transferring
 - i. Positioning on exam table, imaging equipment, or other surfaces
 - j. Procedural support (e.g. tapping the patient to hold still during MRI)
3. Patient has service animal
4. Patient has a support person that needs to be with them
5. Allow patient to remain in personal clothing
6. Alternative placement for ID band (e.g., around ankle over sock)
7. Gender preference for health care provider
8. Minimal number of providers and staff in room
9. Avoid touching the patient with exception of medical task

Inpatient Accommodations

1. Adaptive call bell
2. Adaptive telephones
3. Speech generating devices and apps
4. Closed captioning on television and any instructional videos
5. Door knockers that flash a light or loud sound
6. "About Me" board posted in the room
7. Air mattress