



Appendix 0.3

*Federal
Requirements for
Providing
Accessible Care*

This document outlines federal regulations regarding the provision of accessible healthcare for people with disabilities. The requirements are organized by topic area. The relevant regulation for each requirement is cited.

NOTE: This document does not take the place of legal advice and is up to date as of April 2026. When implementing any chapter or section of this guide, work closely with your compliance and/or legal department to ensure your organization is compliant with current federal, state, and local laws and regulations.

Generally, the requirements listed here apply to any healthcare organization that receives federal funding and/or serves the public. However, it is your organization's responsibility to keep up to date with the specific requirements and regulations applicable to your status and context (for example, whether your organization falls under Title II or Title III of the Americans with Disabilities Act).

Federal Laws

The regulations listed under each section below are authorized by the following federal laws:

Americans with Disabilities Act (ADA) of 1990: The ADA is a federal civil rights law that prohibits discrimination against people with disabilities. Healthcare organizations must provide full and equal access to people with disabilities.¹

- Title II: Covers healthcare agencies run by state and local governments.
- Title III: Covers private or nonprofit healthcare organizations.

Section 504 of the Rehabilitation Act of 1973: Section 504 prohibits discrimination on the basis of disability in programs and activities that receive federal financial assistance, including Medicare and Medicaid reimbursements.²

Section 1557 of the Patient Protection and Affordable Care Act (ACA): Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in health programs and activities that receive federal funding.³

Federal Regulations

Antidiscrimination

No person with a disability shall be excluded from participating in or denied access to healthcare, benefits, or services.⁴⁻⁷ To ensure equal access to facilities and services for patients with disabilities, healthcare providers must:⁸

- Make reasonable modifications to policies, practices, and procedures;⁹⁻¹²
- Ensure that communication with people with disabilities is as effective as communication with patients without disabilities, including by providing auxiliary aids and services when necessary;¹³⁻¹⁶ and
- Ensure that facilities and medical equipment are accessible.¹⁷

No healthcare organization may deny, limit, or provide treatment to a person with a disability when the same care would or would not be provided to a patient without a disability.¹⁸ Healthcare organizations shall not use any measure, assessment, or tool that discounts the value of life extension on the basis of disability when determining eligibility for any care or other service.¹⁹

Disability Accessibility Program

Coordinator: Healthcare organizations that employ 15 or more people must designate at least one employee responsible for compliance with Section 1557 and/or Section 504, including grievances, recordkeeping, language access, effective communication, reasonable modifications, training, and documentation procedures.^{20,21} State and local government services that employ 50 or more people must designate an ADA Coordinator.²²

Policies and procedures: Healthcare organizations with 15 or more employees must implement written policies for nondiscrimination,^{23,24} grievances,^{25,26} and procedures related to implementing reasonable modifications,²⁷ effective communication,²⁸ and language assistance services.²⁹ Relevant employees must be trained on required policies and procedures.³⁰ Organizations must provide notice of its nondiscrimination policy to patients and members of the public.^{24,31}

Setting: All care and other healthcare activities must be delivered in the most integrated setting appropriate.³²⁻³⁴ Healthcare organizations may not create policies or practices that provide greater benefits or care in segregated settings, establish more restrictive rules and requirements for people with disabilities in integrated settings, or fail to provide community-based services so that patients with disabilities are institutionalized or at serious risk of institutionalization.³⁵

Physical Accessibility: Facilities and Equipment

Building and Room Construction: All buildings, including those built before the ADA was enacted, must meet certain accessibility requirements. View the 2010 ADA Standards for Accessible Design [here](#), including sections 223 and 805 specific to Medical Care Facilities.

Medical Diagnostic Equipment (MDE): No person with a disability shall be denied access to care that requires MDE because a facility or provider's MDE is not readily accessible or usable by them.^{36,37}

- **New MDE:** At least 10% of each type of medical diagnostic equipment (MDE), but not less than one of each unit, must meet the [Standards for Accessible MDE](#). Facilities that specialize in treating mobility impairments must meet 20%.^{38,39}
 - By July 8, 2026, healthcare organizations subject to Section 504 that use exam tables and/or weight scales must have at least one exam table and/or one weight scale that meets the Standards for Accessible MDE.^{40,41}
- **Existing MDE:** Existing MDE does not necessarily need to be modified or replaced with accessible MDE; an organization can comply with accessible MDE requirements by reassigning or delivering MDE-necessary activities to alternate accessible locations, home visits, or other means, as long as those means ensure people with disabilities access the same quality of care as people without disabilities.^{42,43}
- Organizations must ensure their staff are able to operate accessible MDE, including assisting with transfers and positioning of individuals with disabilities.^{44,45}

Documenting Disability Status and Accommodation Needs

Any federally conducted or supported healthcare or public health program, activity, or survey must collect data on disability status.⁴⁶

By January 1, 2026, all electronic health record (EHR) vendors, health systems, payers, and any other organization using health IT modules were required to update their EHR's to comply with the United States Core Data for Interoperability (USCDI) Version 3. This version includes a disability status data element.⁴⁷

Providing Accommodations

Healthcare organizations must make reasonable modifications to policies, practices, or procedures when necessary to provide services to patients with disabilities, unless they can demonstrate that making the modifications would fundamentally alter the nature of the program or activity or result in an undue financial burden.⁹⁻¹² Steps must be taken to ensure that no person with a disability is denied access to care because of the absence of accommodations.⁴⁸

Healthcare organizations may not charge patients to cover the cost of accommodations.^{23,49-51}

Effective Communication

Organizations must ensure that communications with people with disabilities are just as effective as communication with people without disabilities, including by providing auxiliary aids and services when necessary.¹³⁻¹⁶

Healthcare organizations may **not** require a patient with a disability to bring their own interpreter or rely on an adult accompanying a patient to interpret for them, except in an emergency when a qualified interpreter is not available or when the patient requests that they do, the adult agrees, and it is appropriate under the circumstances. An organization may also not rely on a minor child to interpret for them, except in an emergency when a qualified interpreter is not available.⁵²⁻⁵⁴

Healthcare organizations that use video remote interpreting (VRI) services must ensure it provides real-time, full-motion video and audio over high-speed, wide-bandwidth connectivity through an image large enough to display both the patient and interpreter's face, arms, hands, and fingers. Staff must be trained to use the VRI.⁵⁵⁻⁵⁷

When communicating over the phone, text telephones or equally effective systems must be used to communicate with those who are deaf, hard of hearing, or have speech impairments. Automated messaging systems must be able to communicate with individuals using auxiliary aids and services in real time.⁵⁸⁻⁶⁰

Information and signage must be accessible to people with low vision or hearing loss. Signage must be posted at all inaccessible entrances to each facility with directions to an accessible entrance or location with information about accessible facilities.^{61,62}

Web content and mobile apps must be readily accessible to and usable by people with disabilities.⁶³⁻⁶⁵ Healthcare organizations must ensure web content and mobile apps comply with Level A and Level AA criteria in the Web Accessibility Initiative's [Web Content Accessibility Guidelines](#) 2.1 by either 2026 or 2027—depending on size—unless the organization can demonstrate this would prove an undue burden or fundamentally alter services.^{66,67}

Healthcare organizations must implement written procedures describing the process for ensuring effective communication for individuals with disabilities. This procedure must at least include current contact information for the Section 1557 Coordinator; how an employee obtains the services of qualified interpreters, including the names of any qualified interpreter staff members; and how to access appropriate auxiliary aids and services.²⁸

Comparison Table

This table compares federal law requirements and common hospital accreditation standards.

<i>Requirement</i>	ADA	Section 504 (including Final Rule)	Section 1557	NCQA HEDIS Measures	The Joint Commission Excellent Outcomes for All Certification
Provide accommodations	X	X	X		X
Effective communication	X	X	X		X
Accessible MDE	X (Title II ONLY)	X			
Building/facility accessibility	X				
Nondiscrimination in clinical decision		X	X		
Web accessibility	X	X	X		
Written policies		X	X		
Document disability			X	X	X
Disability coordinator	X (50 or more employees)	X (15 or more employees)	X (15 or more employees)		

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