



Appendix 0.7

Accessibility Screening Tool Template

This tool is designed to be used:

- **By clinic staff.** It is not designed to be used by a patient. The individual completing the assessment will likely need to engage other staff and clinicians and your disability council/advisory board to complete sections of the tool.
- **To identify gaps in accessible care and services.** This tool is not comprehensive in assessing whether a clinic is Americans with Disabilities Act (ADA) compliant. For a more comprehensive evaluation, please refer to the [ADA Checklists for Existing Facilities](#).
- **As a template.** There are likely other items you should consider in ensuring that your clinic or hospital is accessible. This tool should be customized to your setting/site.
- **Following the care delivery flow for a patient.** While there are many ways this information could be organized, the screening tool is organized by a patient's journey. You will think through each activity your patients participate in before, during, and after their visit to ensure all patients have access to these activities.

If you do not know the answer to a question, either skip the question or identify a colleague who could answer the question. Some questions may not be applicable to your organization. For additional examples and descriptions of accommodations, please refer to Appendix 0.8: *Disability Accommodations Examples*. For more detailed evaluations of the accessibility of the physical space, please refer to the [ADA Checklists for Existing Facilities](#).

[An Excel version of this screening tool is available HERE.](#)

PRE-VISIT

	Available			Established process exists?			Staff/Clinician training exist?		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Are there accommodations available for registering? Are there multiple modalities available to register?									
<i>If yes, what accommodations are available: Example: Assistance with entering information online instead of via phone</i>									
Are there accommodations available for scheduling appointments? Are there multiple modalities available to schedule?									
<i>If yes, what accommodations are available: Example: scheduling online instead of via phone</i>									
Is disability status being asked during registration or scheduling?									
Are accommodation needs being asked during registration or scheduling? OR Can patients request an accommodation prior to the appointment? Example: through the Patient Portal									
Are patients asked whether they plan to bring any supports or assistive devices or tools with them?									
Is there contact information available for requesting an accommodation (e.g., Disability Accessibility Coordinator’s information)?				N/A	N/A	N/A			

<p>If so, where is the information posted? <i>Example: website; clinic rooms; waiting rooms</i></p>				N/A	N/A	N/A			
<p>If a patient requests an accommodation prior to the visit, is the information shared with the care team?</p>									
<p>Can accommodations be ordered or scheduled prior to an appointment?</p>									
<p>If yes, what accommodations are available: <i>Examples: qualified note taker; extra appointment time; end of day appointment</i></p>									
<p>Is patient disability or accommodation request information documented in the Electronic Health Record?</p>									
<p>Are accommodation requests and delivery reports available? <i>Example: A weekly report identifying the number of patients with physical disability provided care in the clinic.</i></p>									
<p>Are there accommodations for appointment reminders?</p>									
<p>If yes, what accommodations are available: <i>Example: written or electronic appointment reminders able to be requested and provided (in lieu of a phone call reminder)</i></p>									
<p>Additional information about pre-visit accessibility:</p>									

NAVIGATING TO THE CLINIC

	Available			Established process exists?			Staff/Clinician training exist?		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Are there accessible parking spaces available in the parking lot? How many? At least 10%, but not less than one accessible parking space(s) are required.				N/A	N/A	N/A			
Is there an accessible pathway from the nearest public transportation stop to the facility?				N/A	N/A	N/A			
Are there accommodations available in the parking lots, garages or entrances to the facility?									
If, yes, what accommodations are available: Example: valet services									
If a patient needs to travel from the entrance of the facility to the entrance of the clinic, are there accommodations available?									
If yes, what accommodations are available: Example: wheelchairs at the entrance, staff available to assist with navigation									
If there is a security check-in at the entrance of the facility, are there accommodations available?									
If yes, what accommodations are available: Example: Service animal exception policies, protocols for neurodivergent patients									
Is there accessible signage throughout the clinic or facility?									
Is there accessible pathways to the clinic or facility? Example: clear pathway, elevators to different floors									
Is there a plan to monitor the pathway to make sure nothing gets placed in the pathway?									
Additional information about navigating to the clinic accessibility:									

CHECK-IN AND WAITING ROOM

	Available			Established process exists?			Staff/Clinician training exist?		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Is the check-in counter accessible? <i>Examples: low height, quiet area for patient with hearing disability</i>				N/A	N/A	N/A			
If there is a kiosk, are accommodations available?									
If yes, what accommodations are available? <i>Examples: height appropriate; screen-reader compatible; staff to assist</i>									
Are there accommodations available for patients to complete the check-in paperwork?									
If yes, what accommodations are available? <i>Examples: Staff assistance with writing or reading; signature guides; magnifiers</i>									
Are alternative formats of check-in documents available?									
If yes, what documents are available and in what formats? <i>Examples: Braille or large print HIPAA forms</i>									
Are disability status and/or accommodation needs asked or confirmed during check-in?									

<p>If a patient requests an accommodation at check-in, is there an established process for delivering that accommodation?</p>											
<p>If a patient brings supports or assistive devices or tools with them, is there an established process accommodating this during the appointment? <i>Examples: Process for accommodating a service animal, a large enough exam room if the patient is in a power wheelchair</i></p>											
<p>Are there alternative options to call patients into their appointment?</p>											
<p>If yes, what accommodations are available? <i>Example: vibrating pager</i></p>											
<p>Are there waiting room accommodations available?</p>											
<p>If yes, what accommodations are available? <i>Examples: noise-canceling headphones; bariatric chairs; patient room early or in a sensory-sensitive environment; open floor space and wheelchair-accessible space; outlets available for adaptive equipment; spaces for wheelchair users</i></p>											
<p>Is there a plan to monitor the accessibility of the space? <i>Example: no items moved into pathways or accessible rooms</i></p>											
<p>Additional information about check-in and waiting room:</p>											



CLINIC ROOM, UNIT, AND CLINICAL ENCOUNTER/INTERACTION

	Available			Established process exists?			Staff/Clinician training exist?		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Are there physically accessible exam or patient rooms available? (If so, how many and what percentage of total number of rooms?)									
If yes, what accessibility features are available? <i>Examples: floor space next to exam table clear of equipment, adequate space between exam tables and walls for transfers, accessible bathrooms in hospital rooms, overhead lifts</i>									
Is there accessible diagnostic equipment available? (If so, how many and what percentage of total equipment?)									
If yes, what accommodations are available? <i>Examples: height-adjustable exam tables; bariatric tables; accessible weight scale; Hoyer lift</i>									
Are staff available for additional assistance if needed?									
If yes, what accommodations are available? <i>Examples: changing into gown; patient transfers</i>									
Are there sensory accommodations available in the rooms?									
If yes, what accommodations are available? <i>Examples: light dimmers; staff provide room orientation</i>									

<p>Are there effective communication accommodations available?</p>									
<p>If yes, what accommodations are available? <i>Examples: white boards; sound amplifiers; communication boards, communication toolkit</i></p>									
<p>Can patients request preferences for how the team interacts with them?</p>									
<p>If yes, what accommodations are available and how will staff be made aware of them? <i>Examples: avoid touching the patient; specific communication strategies; role of a care partner</i></p>									
<p>Is there a process to alert the team that the patient has an accommodation or assistive services prior to when the team enters a patient room? <i>Examples: Patient requires dim lights in exam room, patient has a service animal</i></p>									
<p>Is there a plan to monitor the accessibility of the space? <i>Example: Post reminders in accessible rooms that no items can be moved into pathways</i></p>									
<p>Additional information:</p>									

POST VISIT

	Available			Established process exists?			Staff/Clinician training exist?		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Are there alternative formats for post-visit documents (e.g., After Visit Summary, patient education materials)?									
If yes, what accommodations are available? <i>Examples: Braille; large print; audio-recorded</i>									
Are there accommodations available to schedule follow-up appointments? Are there multiple modalities available to schedule?									
If yes, what accommodations are available? <i>Example: schedule while still in the exam room</i>									
If the patient needs to contact the healthcare team for follow-up questions, are accommodations available? Are there multiple modalities available for communication?									
If yes, what accommodations are available? <i>Examples: Patient portal accessibility; telephone; email</i>									
Additional information about post-visit:									

GENERAL ACCESSIBILITY

	Available			Established process exists?			Staff/Clinician training exist?		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Are there accessible bathrooms available in the clinic or hospital?				N/A	N/A	N/A			
If yes, what accessibility features are available? <i>Examples: grab bars; raised toilet seats; call buttons</i>				N/A	N/A	N/A			
Are there automatic doors for all entrances of the clinic or facility?				N/A	N/A	N/A			
Are there accessibility features available for the patient portal?				N/A	N/A	N/A			
If yes, what features are available? <i>Example: Patient portal is screen-reader compatible</i>				N/A	N/A	N/A			
Is a patient able to indicate a disability or accommodation need in the patient portal?				N/A	N/A	N/A			
Is there contact information available for requesting a disability accommodation (e.g., Disability Accessibility Coordinator's information)?				N/A	N/A	N/A			
If so, where is the information posted? <i>Examples: website; clinic rooms; waiting rooms</i>				N/A	N/A	N/A			
Is there information posted on what disability accommodations are available?				N/A	N/A	N/A			
If so, where is the information posted? <i>Examples: website; clinic rooms; waiting rooms</i>				N/A	N/A	N/A			

Are non-discrimination policies available to patients?				N/A	N/A	N/A			
If so, where are they posted? <i>Examples: website; clinic rooms; waiting rooms</i>				N/A	N/A	N/A			
Is there a central repository or resource for staff and clinicians with information regarding available disability accommodations, training, and other applicable materials?									
Are images displayed and reading materials representative of people with disabilities?				N/A	N/A	N/A	N/A	N/A	N/A
Are policies adapted to be inclusive of people with disabilities? <i>Example: visitor exception policies</i>									
Is the website accessible, including PDFs?									
Is the mission statement, stated values, etc. free of discriminatory language?				N/A	N/A	N/A			