



*Appendix 0.8*

*Disability  
Accommodations  
Examples*

This chart categorizes disability accommodations by the workflow necessary to provide them. Each category lists examples of disability accommodations depending on their availability in the outpatient vs. inpatient setting. The example accommodations can be applied to a range of disabilities. Because the same accommodation can often be applied to multiple disabilities, we did not organize the accommodations by disability type.

Disability accommodations in your facility must be made available to both patients and their caregivers with disabilities. This is not an exhaustive list. The items with an asterisk have been identified by the Disability Equity Collaborative’s stakeholders as priority items.

### Disability Accommodations Examples

| Accommodation Category and Definition   | Accommodation Examples  |                |
|---|---|----------------|
|   | Outpatient or Inpatient   | Inpatient Only |
| <p><b>Adapting a policy or process:</b> Modifications made to policies, processes, workflows, and/or systems.</p> | <ol style="list-style-type: none"> <li>1. Rooming and scheduling</li> <li>2. Minimize wait time once patient arrives</li> <li>3. *Allow patient to wait in a quiet area</li> <li>4. Schedule appointments at times of day with limited waiting or delays (e.g., first appointment of the day)</li> <li>5. *Longer appointment times or appointments scheduled for end of day</li> <li>6. Private space or room when possible</li> <li>7. If multiple appointments, schedule together or consider patient travel times to and within facility</li> <li>8. *Allow service animals in facility</li> <li>9. *Allow support person to stay with the patient</li> <li>10. Allow patient to remain in personal clothing</li> <li>11. Alternative placement for ID band</li> <li>12. Gender preference for healthcare provider</li> <li>13. Procedure adaptations                             <ol style="list-style-type: none"> <li>a. Needle alternative</li> </ol> </li> <li>14. Minimal number of providers and staff in room (consistent staff and low numbers)</li> <li>15. Adapted care plan                             <ol style="list-style-type: none"> <li>a. Personalized care plan</li> <li>b. Care passport</li> </ol> </li> </ol> | N/A            |



|   |  |  |
|---|--|--|
| <p><b>Provide a “thing”:</b><br/>Items provided to or used to accommodate a patient with a disability.</p>          | <ol style="list-style-type: none"> <li>1. Transfer board</li> <li>2. Transfer belt</li> <li>3. Facility wheelchair</li> <li>4. *Communication boards (e.g., word boards, picture board, letter/alphabet boards)</li> <li>5. White board and dry erase marker</li> <li>6. Text-to-speech apps and speech-to-text apps</li> <li>7. *Verbal instructions and communications in writing</li> <li>8. Alternative appointment reminders             <ol style="list-style-type: none"> <li>a. Text</li> <li>b. Phone call</li> <li>c. Email</li> <li>d. Contact another person (e.g., parent, adult son or daughter, spouse)</li> </ol> </li> <li>9. Picture schedules or social stories</li> <li>10. *Amplification device (e.g., sound amplifier, voice amplifier, portable hearing loop)</li> <li>11. *Clear masks</li> <li>12. *Print or written materials in alternative formats:             <ol style="list-style-type: none"> <li>a. Pictures</li> <li>b. Plain language</li> <li>c. Audio</li> <li>d. Video</li> <li>e. Electronic Large print</li> <li>f. Braille</li> </ol> </li> <li>13. Auditory or adaptive pill bottles</li> <li>14. Signature guides</li> <li>15. *Magnifiers, including full page magnifiers</li> <li>16. Electronic Materials             <ol style="list-style-type: none"> <li>a. Screen readers</li> <li>b. Audio description of video informational materials</li> <li>c. Audio treatment summary and instructions</li> </ol> </li> <li>17. *Noise cancelling headphones</li> <li>18. *Sensory fidgets</li> <li>19. *Sunglasses</li> <li>20. Vibrating pagers for check-in</li> <li>21. Bump dots</li> <li>22. Writing guide kits, bold lined paper</li> </ol> | <ol style="list-style-type: none"> <li>1. Adaptive phone             <ol style="list-style-type: none"> <li>a. Captioned phone</li> <li>b. Amplified phone</li> <li>c. Video phone</li> <li>d. Phone amplifier</li> <li>e. Braille phone</li> <li>f. Relay phone</li> <li>g. Large buttons</li> </ol> </li> <li>2. Bathroom equipment             <ol style="list-style-type: none"> <li>a. Bedside commode</li> <li>b. Raised toilet seat</li> <li>c. Shower chair</li> </ol> </li> <li>3. Adaptive silverware</li> </ol> |
| <p><b>Provide a service:</b><br/>Additional service(s) and associated staff scheduled during a patient’s visit.</p> | <ol style="list-style-type: none"> <li>1. Lift (Hoyer or Ceiling track)</li> <li>2. *Accessible medical diagnostic equipment:</li> <li>3. Height adjustable exam table</li> <li>4. Accessible weight scale</li> <li>5. Knee crutch stirrups for exam table in gynecologic exam room</li> <li>6. Radiology equipment</li> <li>7. Bariatric wheelchair</li> </ol>  | <p>N/A</p>   |

|  |   |   |
|--|---|---|
| <p><b>Scheduling a patient where an accommodation is located:</b><br/>Equipment or device(s) that are not portable and require the patient to be scheduled/moved to the equipment.</p> | <ol style="list-style-type: none"> <li>1. *Lift (Hoyer or Ceiling track)</li> <li>2. *Accessible medical diagnostic equipment:             <ol style="list-style-type: none"> <li>a. Height adjustable exam table</li> <li>b. Accessible weight scale</li> <li>c. Knee crutch stirrups for exam table in gynecologic exam room</li> <li>d. Radiology equipment</li> </ol> </li> </ol> <p>Bariatric wheelchair</p>   | <ol style="list-style-type: none"> <li>1. Bariatric bed</li> </ol>  |
| <p><b>Change in clinician/staff interaction style (effective communication):</b><br/>Staff and clinician adapt their communication and interaction style.</p>                          | <ol style="list-style-type: none"> <li>1. *Ask the patient how best to communicate with them</li> <li>2. Allow extra time for patient to speak</li> <li>3. Speak slowly</li> <li>4. Look directly at the patient when speaking/listening</li> <li>5. Use age-appropriate language</li> <li>6. Use plain language</li> <li>7. Write down key words</li> </ol> <p>Explain examinations and procedures before performing them. Ask for permission and announce before touching the patient.</p>  | <p>N/A</p>  |
| <p><b>Staff provide assistance:</b><br/>Staff assists and supports the patient with tasks or activities related to their care</p>  | <p>Staff available to assist with:</p> <ol style="list-style-type: none"> <li>1. *Reading, notetaking, or completing written forms</li> <li>2. Reading written information aloud in private location</li> <li>3. Patient kiosks</li> <li>4. Changing clothes</li> <li>5. *Navigating within facility</li> <li>6. Push wheelchair</li> <li>7. *Physical transferring</li> <li>8. *Positioning on exam table, imaging equipment, or other surfaces</li> <li>9. *Procedural support (e.g. tapping the patient to hold still during MRI)</li> <li>10. Room orientation</li> </ol> | <ol style="list-style-type: none"> <li>1. *Activities of daily living (ADLs)             <ol style="list-style-type: none"> <li>a. Eating</li> <li>b. Dressing</li> <li>c. Bathing</li> </ol> </li> </ol> |
| <p><b>Modify the environment</b><br/>Changes made to the patient's surroundings</p>  | <ol style="list-style-type: none"> <li>1. *Low noise</li> <li>2. *Low odor</li> <li>3. *Low light</li> <li>4. Bright light</li> </ol>   | <ol style="list-style-type: none"> <li>1. *Adaptive call lights</li> <li>2. *Visual tactile alert systems</li> </ol>  |

\*High-priority accommodations. When creating an accessibility program or identifying the first accommodations your organization will provide, start with those denoted with an asterisk.

## Patient Disability Items

Below is a list of personal items, medical devices, or supports a patient may bring to a healthcare facility to accommodate their disability(ies). Like other personal belongings, such as clothing or medications brought from home, personal disability-related items should be documented in the electronic health record. Care might need to be adapted if a patient brings these items. For example, if a patient brings their power wheelchair to their appointment, staff will need to ensure the patient is in a room large enough to maneuver.

These items are typically not provided by healthcare organizations as disability accommodations. Patient disability items may include:

- Prescription glasses
- Hearing aid(s)
- Service animal
- Support animal
- Companion
- Certain mobility devices
  - Power wheelchair
  - Motorized scooter
  - Crutches
  - Orthopedic equipment
  - Prosthetics
  - Cane
  - Walker
- White cane
- Braille device
- Specific communication devices, such as an augmentative and alternative communication (AAC) tablet
- Screen reader

While these items are not usually provided by healthcare organizations as disability accommodations, remember that under the Americans with Disabilities Act, **patients cannot be required to provide or cover the cost of reasonable disability accommodations.** Regardless of whether a patient brings a personal disability item, it remains your organization's responsibility to provide reasonable accommodations that facilitate access to care.

For example, if a patient with a disability is accompanied by a caregiver, the caregiver cannot be enlisted or expected to help staff transfer the patient to an exam table. While a patient may request that their caregiver assist, it is solely your organization's responsibility to ensure staff are trained and prepared to safely transfer patients with disabilities.