



Appendix 3.4

*Accommodations
Frequently Asked
Questions*

Below is a list of frequently asked questions that staff or clinicians may ask about providing accommodations.

1. Are we required to provide accommodations?

Healthcare organizations are legally required to provide accommodations to patients with disabilities and their caregivers with disabilities to ensure equitable access to care. Providing accommodations supports timely, safe, and effective care for people with disabilities.

2. What accommodations are we required to provide?

While there is no required list of disability accommodations, you are required to provide accommodations that enable patients with disabilities to access the same services and quality of care patients without disabilities receive. For example, you must have accessible medical equipment to ensure that all patients can be examined on a table, such as a Hoyer lift or adjustable height exam table. See Appendix 0.8: Disability Accommodations Examples for a list of sample accommodations. This list is not exhaustive and should be tailored for your site.

3. What if a patient requests an accommodation that our organization doesn't have?

First, acknowledge their request and your intention to ensure that they can access their care. Apologize that the specific accommodation they've requested is not available, and tell them which accommodations you have that might meet their needs. Communicate with the patient to learn the supports they need and identify reasonable alternative accommodation(s).

Remember that healthcare organizations are required to provide reasonable accommodations. Note the accommodation request and let the appropriate people in your organization (e.g., program managers, disability coordinator, quality, safety, patient relations, facilities) know of the request.

4. What if a patient requests an accommodation, but it doesn't seem like they really need it?

As a healthcare provider or staff member, your role is to support access to healthcare for people with disabilities. The patient with a disability is the authority on their need for supports. You still need to provide the accommodation(s) the patient has requested. People can have disabilities that are not apparent.