



Appendix 5.13

Accessible MDE Training Resources

While procuring accessible medical diagnostic equipment (MDE) is a critical component of ensuring equal access to care for your patients with disabilities, buying equipment alone is not enough to ensure patients actually receive care with that equipment. Staff must be trained on what equipment is available and how to use that equipment to effectively deliver safe, high-quality care.

Educational Resources

Below are some sample resources to educate staff on the Standards for Accessible MDE.

- **Disability Equity Collaborative:** [Section 504/1557 New Rules: Implications for Healthcare Organizations and Teams](#)[↗]
- **ADA.Gov Fact Sheet:** [New Rule on the Accessibility of Medical Diagnostic Equipment Used by State and Local Governments](#)[↗]
- **American Academy of Pediatrics:** [Complying with 2024 ADA/HHS Requirements for Accessible Medical Diagnostic Equipment](#)[↗]
- **ADA National Network:** [Accessible Medical Diagnostic Equipment](#)[↗]

Training Development Guidance

Below are a few considerations when developing your organization's internal training policies and/or materials.

- Consult with your equipment vendor(s) to develop or administer trainings on how to operate their MDE. They may have existing training modules or staff available to conduct hands-on training with staff at your facility.
- Periodically review patient complaints and safety incidences to inform training development.
 - For example, if a clinic has received a number of complaints that staff did not know how to operate an available portable floor lift, conduct a follow-up training with clinic staff on the topic.
- Utilize pictures and diagrams whenever possible.
 - For example, take a photo of an exam room when it's arranged for accessibility elements like approach, turning space, and clearances. Post the photo in a visible location, such as the back of the exam room door, so that any staff who rearrange furniture (between patients, to clean, etc.) can refer to the photo to maintain the accessibility of the space.
- Create "quick guides" for staff on how to use any given equipment and post them to the equipment itself.
 - For example, print, laminate, and post the procedures for operating a height-adjustable mammography unit on its workstation.
- Consider training "super-users" at each clinic/unit, staff who are trained more frequently and can be a resource to others at their location. This may be especially helpful for outpatient settings that don't use accessible MDE often.

Training Table

Below is a table to help identify who may need to be trained, topics, when to conduct training, and how. Be sure that your trainings include role-specific responsibilities (e.g., who identifies a patient's need, who requests room access, etc.) to ensure each staff member clearly understands their responsibility for procuring, using, and maintaining accessible MDE.

Who	What	When	How
Leadership	Disability Competency: creating an affirming environment; language to use with people with disabilities	- Annually - Ad hoc	Didactic
	Accessible MDE Overview: examples of accessible MDE; who might benefit from accessible MDE; why accessible MDE is important; benefit to staff in reducing injury		
	Laws/regulations and standards related to accessible MDE		
	Staff responsibilities when a disabled person needs to receive care via accessible MDE, including which roles/departments must be involved		
Implementation team	Disability competency: creating an affirming environment; language to use with people with disabilities	- Annually - Every two years - Every 6 months - Ad hoc	- Didactic (could be in-person or online) - Laminated guides
	Laws and regulations related to accessible MDE		
	Existing MDE procurement/replacement policies and involved departments (if applicable)		
	Accessible MDE: what the equipment is, what's available, how to use, and how to find in organization		
Clinician and staff	Disability competency: creating an affirming environment; language to use when speaking with people with disabilities, including how to ask a patient how they would like to be transferred and moved	- Orientation - Annually - Every two years - Every 6 months - Ad hoc	- Didactic (could be in-person or online) - EHR tools (e.g., best practice advisories) - Laminated guides
	High-level overview of accessible MDE laws and regulations, including how they apply to staff and what patients are covered		
	How and when to use accessible MDE		
	How to respond when there is a need for accessible MDE or otherwise adapted care, including where equipment is located and who is responsible for it		
	Accessible MDE policy(ies) related to maintenance and replacement, including signs that equipment may be nearing the end of its useful life or when equipment is in need of repair		