



National Network

Information, Guidance and
Training on the Americans
with Disabilities Act

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ACCESSIBLE HEALTH CARE

Introduction

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act require that health care providers provide individuals with disabilities full and equal access to their health care services and facilities. Title II of the ADA applies to public hospitals, clinics and health care services operated by state and local governments and Title III of the ADA applies to privately-owned and operated hospitals, clinics and health care providers. Section 504 of the Rehabilitation Act applies to recipients of federal financial assistance such as Medicaid and federally conducted programs.

Who Is Affected by Inaccessible Medical Facilities and Services?

Number of people in U.S. reporting a:

Mobility Disability = 19,937,600	Hearing Disability = 10,556,600
Vision Disability = 6,636,900	Cognitive Disability = 14,144,300





Source: U.S. Census Bureau - American Community Survey 2011

Is Your Facility Accessible for All Patients? Make sure your facility has the following accessibility features:

- Accessible parking spaces, curb ramps or loading zones at building entrance.
- Doorways wide enough to ensure safe and accessible passage by individuals using mobility aids.
- Restrooms that have adequate maneuvering space for wheelchairs around toilets, grab bars mounted next to and behind toilets, and accessible lavatories.
- No objects protruding into routes of travel that would pose a hazard for someone who is blind or has limited vision.
- Accessible, stairs-free route from parking and loading zones up to building entrance.
- Accessible routes of travel into and throughout buildings.
- Drinking fountains, public telephones, and service counters low enough for an individual who uses a wheelchair or scooter or is of short stature.
- Signage with Braille and raised tactile text characters at office, elevator and restroom doors.

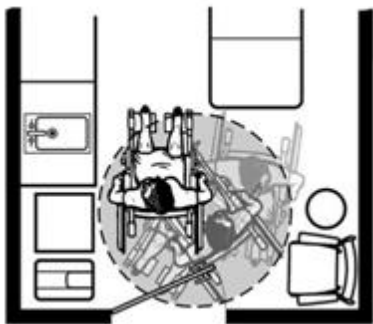
Are your Examination Rooms and Medical Equipment accessible to patients who use mobility aids?

 <p>Clear Floor Space (30 by 48 inches minimum)</p>	<p>Provide a minimum clear floor space of 30 by 48 inches next to exam tables so that persons using a wheelchair or other mobility aid can transfer onto the tables.</p>
<p>People using mobility aids must be able to transfer safely and easily to and from your exam tables and chairs.</p>	



Your mammography equipment must be accessible for patients who use wheelchairs.

Provide patient scales that are capable of weighing a person using a mobility aid like a wheelchair.



Make sure your examination rooms provide clear floor space for a person to turn in a wheelchair or scooter.

Are You Able to Effectively Communicate with Your Patients Who Have Hearing, Vision, Speech or Cognitive Disabilities?



Type of Disability	Some Suggestions for Accommodations
Hearing	<ul style="list-style-type: none">● Face the patient when speaking.● Use written notes for uncomplicated, short, routine communication.● Qualified sign language interpreters may be required for more complex situations.
Vision	<ul style="list-style-type: none">● Provide print information in large print, Braille, as an audio recording or in electronic format for use with a screen reader.● With the patient’s permission, provide a qualified reader.● Ensure that your web site can be used by all patients, including those who are blind and may use computer screen reading technology.
Speech	<ul style="list-style-type: none">● If you have difficulty understanding a patient’s speech, be patient, listen attentively and ask the patient to repeat or write the message.● Allow more time to communicate with someone who uses a communication board or device.
Cognitive	<ul style="list-style-type: none">● With the patient’s permission, provide a



	<p>reader.</p> <ul style="list-style-type: none">• If the patient is having difficulty with communication, be patient, repeat your message and question the patient to verify their understanding.• Use diagrams and pictures to improve communication.
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References

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Equal Rights Center. (2011). Ill-Prepared Health Care's Barriers for People with Disabilities.

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Content was developed by Northwest ADA Center, and is based on professional consensus of ADA experts and the ADA National Network.

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