



Assessing Health Care Clinics for People with Disabilities

A fact sheet about the creation of the OHCUP

The Americans with Disabilities Act Accessibility Guidelines (ADAAG) set the standards for what the federal government considers to be *accessible*. These guidelines are very long and complex, and they do not show differences among what is considered accessible for people with different types of disabilities.

We wanted to make a simple, easy-to-use checklist for outpatient health care clinics to measure how usable they are for people with three different types of disabilities: physical, vision or hearing, and learning.

Definitions:

Accessible means a clinic meets federal guidelines.

Usable means the clinic meets the basic standards that people with disabilities agree are needed to get health care.

Making the Outpatient Health Care Usability Profile (OHCUP)

Survey of people with disabilities

First, we did a computer survey that asked people what kinds of problems they had in getting health care. We got over 900 responses from people who told us about clinics without enough parking spaces, doors that weren't accessible and exam tables that weren't adjustable.

Workgroups with people with disabilities

Then, we formed work groups of people with various types of disabilities. We asked them to look at the ADAAG and tell us exactly which things were most important for people with their types of impairments. Everyone had a chance to say what they thought was most important. We kept only the items that everyone agreed were most important for usability on the checklist.

Subject matter expert review

Finally, we asked accessibility experts to review the checklist. These experts were the Directors of the ten regional Disability and Business Technical Assistance Centers and their staffs. We asked them to make sure that every item on the checklist was absolutely needed to make the clinic usable.

Areas covered in the OHCUP

Section One : Patient Arrival

- Parking
- Ramps
- Signs
- Doors

Section Two : Public Facilities

- Telephones
- Counters and Tables
- Passageways
- Water Fountains
- Wheelchair lifts
- Elevators
- Stairs
- Rest Rooms

Section Three : Exam Rooms and Access to Primary Services

- Exam rooms
- Lab-specimen collection rooms

Please note that the OHCUP is not a substitute for federal accessibility guidelines and/or the appropriate state and local building codes.

For more information

To get a copy of the OHCUP, please visit our website at www.healthwellness.org or call us at 503-494-3534.

On our website, you can read more about our other projects promoting the health and wellness of people with disabilities, including a report on barriers to accessing care for people with disabilities.

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