

# Accommodations

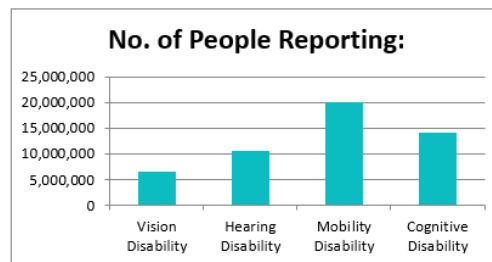
## Key Facts

Accessibility of hospitals, doctors' offices, clinics, and healthcare programs is essential in providing healthcare to people with intellectual and developmental disabilities (I/DD).

Due to a variety of physical and communication barriers, as well as a lack of staff training, individuals with I/DD are less likely to get routine preventive medical care than people without disabilities. Providing accommodations offers people with disabilities greater opportunities for equal and accessible healthcare services.



## Who is Affected by Inaccessible Medical Facilities and Services?



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

## ADA

Americans with Disabilities Act (ADA) is a federal law that helps remove or reduce barriers for people with disabilities. ADA requires access to healthcare services and the facilities where they are provided. Title II and Title III of ADA require that medical care providers ensure individuals with disabilities:

- Full and equal access to their healthcare services, facilities, and diagnostic equipment
- Aids and services to ensure effective communication.

## What a Physically Accessible Facility Looks Like:

- Accessible parking spaces, curb ramps, or loading zones at building entrance and stair-free route to building entrance
- Doorways and hallways wide enough to ensure safe and accessible passage by people using mobility aids
- Restrooms that have adequate space for maneuvering wheelchairs around toilets, grab bars mounted behind toilets, and accessible lavatories
- Drinking fountains, telephones, and service counters low enough to be usable by a person who uses a mobility device such as a wheelchair or is of short stature.
- No objects protruding into routes of travel that could pose a hazard
- Signage with braille and raised tactile text characters

## Communication Accommodations

Sometimes, accommodations may be needed so a person with I/DD can effectively communicate with their provider. Here are some examples that may be useful:

### Time

- Extra time to complete tasks
- Modified or longer breaks
- A checklist to stay on task or schedule
- Request a longer appointment

### Written

- Have everything written in plain language
- Provide written information instead of audio information
- Provide or request pre-filled forms or pre-printed labels to help have forms filled out.
- Ask for emails instead of phone calls
- Ask for print information in large print

If you or someone you are supporting are not given the accommodation you need or you feel you are being treated unfairly because of a disability, you can:

1. Ask to speak with an ADA Coordinator, Disability Access Coordinator, Civil Rights liaison, or a patient advocate. Let them know what accommodations you need.
2. Contact Disability Rights Oregon or your state's Protection and Advocacy System. You can also contact your state's Bureau of Labor and Industries (BOLI) for legal advice or the Office for Civil Rights at the US Department of Health and Human Services.

## For more information:

<http://nwadacenter.org/factsheet/accessible-healthcare>

[https://www.ada.gov/medicare\\_mobility\\_ta/medicare\\_ta.htm](https://www.ada.gov/medicare_mobility_ta/medicare_ta.htm)

*This fact sheet was created in June 2021.*

*The fact sheet contains general information only and does not take into account individual circumstances. It should not be relied on for medical advice. We encourage you to review the information in this fact sheet within the context of educational purposes and when appropriate, share it with your health professional to decide whether the information is right for you.*

*This module was adapted from NSW Council for Intellectual Disabilities (2009), Australia.*

*The toolkit and its components were supported in part by the grant or cooperative agreement number DD000014, funded by the Centers for Disease Control and Prevention and by the University Center for Excellence in Developmental Disabilities Administration on Community Living grant #90DDUC0039. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention, Administration on Community Living, or the Department of Health and Human Services.*



### Verbal / Sound

- White noise machines to reduce distractions
- Talking on the phone instead of using emails
- Ask someone to read the questions
- Ask for plain language when having things explained