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Americans with Disabilities Act (ADA)

*Access to Medical Care for Individuals
with Mobility Disabilities*

3/27/2017

What is the Americans with Disabilities Act?



- The Americans with Disabilities Act (ADA) prohibits discrimination against individuals in everyday activities, including medical services.
 - A federal law enacted in 1990.

Why is this information important to me?



- Our mission at Centene is to *“improve the health of our members, one member at a time”*.
- Due to barriers, individuals with disabilities are less likely to get routine preventive medical care than people with out disabilities (www.ada.gov).
- Medically, it is important so that minor problems can be detected and treated before turning into major and probably life-threatening problems (www.ada.gov).

Section 504



- Section 504 of the Rehabilitation Act of 1973 prohibits discrimination against individuals in programs or activities that receive federal financial assistance, including health programs and services.
- Section 504 requirements can also include those that received Medicaid and Medicare reimbursements.

Section 504



- Under section 504, providers are required to make their services available in an accessible manner.
 - This may include persons who use wheelchairs, walkers, crutches, or no mobility devices at all.
- The ADA requires access to medical services and facilities where the services are provided, including private hospitals and medical offices.

Service Requirements



- Title II and Title II of the ACA and Section 504 requires that medical care providers provide individuals with disabilities the following:
 - Full and equal access to their health care services and facilities
 - Reasonable modifications to policies, practices, and procedures when necessary to make health care services fully available to individuals with disabilities, unless the modifications would fundamentally alter the essential nature of the services.

Requirements for Care Examples



- If an exam requires a patient to disrobe and lie down, an exam table that adjusts down to the level of the wheelchair should be used.
- Services can not be denied to a patient with a disability. There must be:
 - An accessible exam table
 - A stretcher
 - A patient lift and enough trained staff to assist with patient transfer
- Patients should not be told to bring someone along with them to assist in the exam, unless they chose to. If needed, a staff person should stay with the patient to prevent falling from the exam table.

More Requirements for Care Examples



- If the patient brings a companion, always address the patient when speaking:
 - Ask the patient if they wish the companion to remain in the room with them.
- Examinations of a patient with a disability cannot be refused just because it may take longer to treat this patient.

More Requirements for Care Examples



- Receptionists should inquire with each patient that calls for an appointment whether or not they will need special accommodations.
- The exam table reserved for patients with disabilities should be reserved for that individual. If needed, the provider should provide more than one exam table that accommodates patients with disabilities.
- Staff should be trained on proper handling techniques, or a patient lift provided.

More Requirements for Care Examples



- If the medical provider and staff are not sure of how to provide care to a person with disabilities or which accommodations to make their facilities, information is available on www.ada.gov.
 - Additional training through an ADA specialist, contact the US Department of Justice ADA Information Line at 800-514-0301.
- Or, the provider and staff should ask the patient what works best for them.

Accessible Exam Rooms



- Accessible exam rooms make it possible for patients with mobility issues to receive appropriate medical care. These features include:
 - Room large enough to accommodate movement of a wheelchair within the room.
 - An accessible route to and through the room.
 - An accessible, large enough to fit a wheelchair.

Accessible Exam Rooms



- An entry door with adequate clear width and maneuvering clearance.
 - An accessible door must have a width of 32 inches when the door is opened to 90 degrees.
- Appropriate model and placements of accessible examination equipment.
 - The exam table must have sufficient space to allow the individual to pull alongside it.
- Adequate floor space inside the room for side transfer and use of lift equipment.
 - Additional clear floor space is needed when using a lift. A ceiling mounted lift may also be used.

Toilet Room Requirements



- Toilet rooms should be:
 - Designated with international symbol of accessibility.
 - Equipped with hardware that is operable with one hand and easily opened.
 - Have clear space for a person in the wheelchair to turn around.

Drinking Fountain Requirements



- Toilet rooms should be:
 - A clear floor space at least 30” wide and 48” long.
 - Centered in front for a forward approach.
 - Spout no higher than 36” off the floor.

Telephone



- At least one public telephone should have:
 - A clear floor space at least 30” wide and 48” long for a parallel or forward approach.
 - At least one phone should have a volume control.
 - Identified by a pictogram of a telephone handset with radiating sounds waves.
 - TTY for those who are deaf or cannot speak with appropriate signage to direct the TTY.
 - The surface of the TTY should be at least 34” above the floor.

Fire Alarms



- Fire alarms should:
 - Have both flashing light and audible signals.

Elevator Requirements



- Elevators should have:
 - Full size with the call button no higher than 54” above the floor.
 - Sliding doors open automatically when obstructed by an object or person.
 - Doors should remain open for 20 seconds when activated.
 - Car control buttons designated with raised characters.
 - Audible signals indicating opening and closing.
 - A sign on both door jams at every floor identifying the floor.
 - Test characters raised and in Braille.

Platform Lift Requirements illinicare health™

- Platform lifts should have:
 - Elevators and platform lifts to all public stories.
 - Handrails on both sides of the platforms if the rise is more than six inches.
 - The handrail grasping surface should be no less than 34” and no greater than 38” above the ramp surface.
 - The handrail grasping surface should be continuous.
 - The lift should be usable by one person.
 - Controls no less than 15” and no greater than 48” above the floor
 - Clear floor space at least 30” wide by 48” long inside the lift.

Signage Requirements



- Signage should have:
 - If there are signs designating permanent rooms and spaces (such as room numbers) the signs should be:
 - In Braille
 - Text characters raised

References



- *Access to Medical Care for Individuals with Mobility Disabilities.* (2015). www.ada.gov.