

Great Lakes ADA Center
A Member of the ADA National Network

800-949-4232 (V/TTY)
www.adagreatlakes.org

HEALTHCARE ACCESS FOR PATIENTS AND COMPANIONS WHO ARE BLIND OR EXPERIENCING VISION LOSS

ADA Audio Conference Series
June 15, 2021

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Presenters

- **Katie Frederick**
Community Manager and Accessibility Lead
International Association of Accessibility Professionals
- **Peter Berg**
Project Coordinator of Technical Assistance
Great Lakes ADA Center

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LAWS

Americans with Disabilities Act (ADA)
Rehabilitation Act Section 504
Affordable Care Act Section 1557


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Public Health Care Providers

- Americans with Disabilities Act
 - 28 C.F.R. § 35.160-164
- Must ensure communications are as effective as with others
 - Primary consideration of patient's and/or companion's preference
- Reasonable Modifications in Policies, Practices and Procedures (i.e., service animals)
- Information and Signage


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Private Health Care Providers

- Americans with Disabilities Act
 - 28 C.F.R. § 36.201
- General Obligation:
 - Shall not discriminate on the basis of disability in the full and equal enjoyment of its goods, services, facilities, privileges, advantages, or accommodations.
 - Website Accessibility

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Private Health Care Providers (Continued)

- Americans with Disabilities Act
 - 28 C.F.R. § 36.302
- Modify Policies, Practices & Procedures
 - Provide escort services
 - Allow service animals

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Private Health Care Providers (Continues)

- Americans with Disabilities Act
 - 28 C.F.R. § 36.303
- Effective Communication
 - Furnish appropriate auxiliary aids and services where necessary necessary to ensure effective communication with individuals with disabilities
 - Obligation extends to "companions"

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Recipients of Federal Funding

- Section 504 of the Rehabilitation Act
 - Effective Communications
 - Written materials explaining benefits, services, waiver of rights and treatment consent must be effective
 - Providers with 15 or more employees required to provide auxiliary aids and services to provide equal opportunity to benefit from service

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Recipients of Federal Funding (Continued)

- Section 1557, Affordable Care Act 45 C.F.R. § 92.202 & 92.204
 - Effective Communication as required by 28 C.F.R. §§35.160-164
 - Accessibility of Electronic and Information Technology

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Recipients of Federal Funding (Continued)

- Selection Criteria
 - Method of preferred communication
 - Nature, length and complexity of communication
 - Context in which communication takes place

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Auxiliary Aids and Services


- Examples:
 - Qualified readers
 - Taped texts
 - Audio recordings
 - Brailled materials and displays
 - Screen reader software
 - Magnification software
 - Optical readers
 - Large print materials
 - Accessible electronic and information technology

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INTERACTING WITH PATIENTS/COMPANIONS WHO ARE BLIND OR EXPERIENCING VISION LOSS


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Consider This Situation:

- A hospital employee, without identifying herself or the reason for her visit, enters the room of a patient who is blind and noisily places an object on the patient's bedside table.
- Is it the patient's lunch or is it a procedure tray?


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Solution:

- The employee should identify herself and her purpose for entering the room:
- "Good afternoon, I'm Lonnie Smith, a dietary aide. I've placed your lunch tray on your bedside table. It's a cold roast beef sandwich today with a green salad, cake, and coffee. Do you need any other information about your tray?"

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One of the Most Powerful Compliance Tools:

- The simple question: "How can I be of assistance to you?"

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Three Assumptions about Someone who is Blind:

1. That the person will be totally blind;
2. That the person will use braille; and
3. That the person will travel with a cane or dog.

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Don't Make Assumptions about Patient's Visual Acuity

- Respond to your patient's needs on an individual basis;
- Be guided by his or her request for assistance.

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What Do You Need to Know?

- Identifying personnel
- Using basic sighted guide and mobility techniques
- Verbalizing directions
- Using disability-sensitive language and etiquette
- Speaking directly to patient in a conversational manner and not through companion

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What Do You Need to Know? (Continued...)

- Orienting patient to layout of room, restroom facilities, convenience items, location and operation of call button, telephone, television, and environmental controls;
- Orienting patient to treatment room and supplies, e.g., location of gowns and specimen cups;
- Verbalizing or demonstrating procedures before they are performed;
- Orienting patient to lounges, recreation rooms, and nursing station in relationship to patient's room;
- Communicating evacuation/rescue plans; orientation to fire alarm pull boxes, fire extinguisher, and emergency exits.

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What Do You Need to Know? (Continued...)

- Reading and completing forms and consents
- Communicating contents of in-room documents, e.g., patient information brochures and hospital services directory
- Reviewing bill/charges
- Counting and identifying currency

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What Do You Need to Know? (Continued...)

- Handing credit card to patient after imprint;
- Using signature guide or template;
- Communicating written information (e.g., home care instructions, medication names and dosages, follow-up appointments, etc.);
- Reviewing policy concerning admission of service animals.

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EFFECTIVE COMMUNICATION BEST PRACTICES

- ❖ Have available a variety of auxiliary aids and services.
- ❖ Avoid adopting a "one solution" policy.
- ❖ Identify patient's communication needs at earliest encounter.
- ❖ Document those communication needs in medical records.
- ❖ Communicate those needs to the various departments where patient will be treated.
- ❖ Ask if same auxiliary aid or service will be required; do not assume.

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Contact Information

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Resources

- U.S. Department of Health and Human Services (HHS)
 - Office for Civil Rights
 - (800) 368-1019 (V)
 - (800) 537-7697 (TTY)
 - OCRMail@hhs.gov
 - <https://www.hhs.gov/ocr/index.html>
- U.S. Department of Justice (DOJ)
 - (800) 514-0301
 - (800) 514-0383 (TTY)
 - https://www.ada.gov/filing_complaint.htm

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Resources

- Prescription Drug Container Labels
 - <https://www.access-board.gov/rx.html>
- Best Practices for Accessible Prescription Drug Labeling
 - <https://ncd.gov/publications/2016/best-practices-accessible-prescription-drug-labeling>

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QUESTIONS



You may type and submit questions in the Q&A Area of the Zoom Platform or email your questions to webinars@adaconferences.org

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Session Evaluation

Your feedback is important to us


You will receive an email following the session with a link to the on-line evaluation



Information, Guidance and Training on the Americans with Disabilities Act

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 HealthCare and Persons Blind and Low Vision
 June 15, 2021

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July ADANN 30th Anniversary Session

**Webinar: ADA jeopardy: Learn, Connect
and Celebrate 30 Years of the ADA National Network**
Wednesday – July 7, 2021
2:00 PM - 3:30 PM [Eastern Time]

Register & More:
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 **ada Celebrating 30 Years!**
National Network
Americans with Disabilities Act Guidance and Training

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Next Session:
Tuesday, July 20, 2021

ADA Anniversary Update

Registration available at: www.ada-audio.org

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