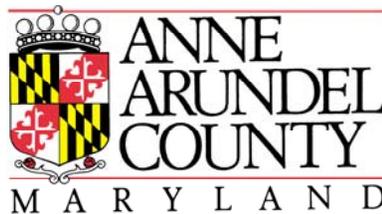


More information on how to better serve people with special needs who are visiting your office can be obtained from the Anne Arundel County Department of Aging and Disabilities



2666 Riva Road, Suite 400
Annapolis, MD 21401
410-222-4383—Voice
Maryland Relay 7-1-1
410-222-4360—Fax
410-222-4526—DIAL

<http://www.aacounty.org/Aging/index.cfm>



Doctor's Offices and Patients With Disabilities Working Together

There are times when a person with disabilities enters a medical office and finds it is awkward and unaccommodating. The doctor and the medical staff may not be aware of that person's special needs and what is required for a productive visit.

This pamphlet contains suggestions that will make the visit go more smoothly, bringing about understanding, caring, and solutions.



The Americans with Disabilities Act (ADA) enacted on July 26, 1990, provides civil rights protection to individuals with disabilities in all public accommodations. To learn more about these special needs, visit:

<http://www.ada.gov>

For more in-depth guidance for procedures for medical offices, visit:

http://www.ada.gov/medicare_ta.htm



Suggested Office Procedures

- A table or chair that raises and lowers is a critical asset.
- Other transfer tools include a Hoyer lift, transfer board, or a simple bed sheet.
- If a patient is verbal, they can assist in their care.
- Staff training on patient transfers by a physical therapist will avoid injury.
- Train staff in using telephone relay services and in obtaining sign language interpreters or assistive listening devices.
- Always welcome service animals accompanying a disabled person.
- Doors may be hard to open; thus, there should be a handicap push button or lightweight door at the main entrance to the facility.
- Clearly mark charts with patient's special needs.



Questions to ask when making an appointment in order to avoid complications with the visit:

1. Do you need any special accommodations?
2. If so, can you tell me more about your special needs?
3. If needed, how are you transferred?