

## Additional Resources

Below are resources to strengthen accessibility and effective communication in your practice.

### ACCESSIBILITY

#### **Access to Medical Care for Individuals with Mobility Disabilities**

This document, developed by the Department of Justice in 2010, outlines important considerations for providers in creating accessible exam rooms and gives an overview of accessible medical equipment including accessible exam tables and chairs, lifts for transferring patients and accessible mammography equipment.

[http://www.ada.gov/medcare\\_mobility\\_ta/medcare\\_ta.pdf](http://www.ada.gov/medcare_mobility_ta/medcare_ta.pdf)

#### **How Usable are Your Facilities for Patients with Disabilities?**

Prepared by the The Center for Universal Design and the North Carolina Office on Disability and Health, Chapel Hill, NC.

<http://www.fpg.unc.edu/~ncodh/pdfs/rbhealthcare.pdf>

### BUSINESS

#### **Expanding Your Market - Tax Incentives for Businesses**

<http://www.ada.gov/taxincent.pdf>

#### **Mid-Atlantic Disability and Business Technical Assistance Center (DBTAC)**

This regional center provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of businesses, government entities, organizations, and individuals in the Mid-Atlantic Region.

<http://www.adainfo.org/>

#### **ADA Best Practices Tool Kit for State and Local Governments Website Accessibility Under Title II of the ADA**

Although designed for municipalities, this document provides an overview of basic accessibility issues.

<http://www.ada.gov/pcatoolkit/chap5toolkit.htm>

#### **Reaching out to Customers with Disabilities**

This online course is a good overview of the implications of the ADA for small business. Lesson 2 addresses customer communication.

<http://www.ada.gov/reachingout/intro1.htm>

## COMMUNICATION AND LANGUAGE ISSUES

### **Plain Language: A Promising Strategy for Clearly Communicating Health Information and Improving Health Literacy**

Office of Disease Prevention and Health Promotion, Dept of Health and Human Services

<http://www.health.gov/communication/literacy/plainlanguage/PlainLanguage.htm>

### **Removing Barriers: Tips and Strategies to Promote Accessible Communication**

North Carolina Office on Disability and Health (2002). Chapel Hill, NC.

<http://www.fpg.unc.edu/~ncodh/pdfs/rbtipsandstrategies.pdf>

### **Language Line Services**

Language Line Services is the leader in over-the-phone interpretation and document translation services in more than 170 languages.

1-800-752-6096

<http://www.languageline.com>

## DISABILITY ETIQUETTE

### **Disability Etiquette: Tips on Interacting with People with Disabilities**

United Spinal Association (2008). Jackson Heights, NY.

<http://www.unitedspinal.org/pdf/DisabilityEtiquette.pdf>

### **Ten Commandments of Disability Etiquette**

United Cerebral Palsy (2011). Washington, DC.

<http://www.ucp.org/resources/disability-etiquette>

## PROVIDER TRAINING

### **“Healthcare Access for Persons with Disabilities,” A Continuing Education Course for Physicians, Nurses, Social Workers, Other Healthcare Professionals and Medical Office Staff.**

University of Kansas Disability and Health Program

[http://www.kdheks.gov/disability/download/KS-TRAIN\\_course\\_HC\\_professionals.pdf](http://www.kdheks.gov/disability/download/KS-TRAIN_course_HC_professionals.pdf)

### **Access to Medical Care: Adults with Physical Disabilities and Access to Medical Care: People with Developmental Disabilities.**

World Institute on Disability. Oakland, CA.

<http://wid.org/access-to-health-care/health-access-and-long-term-services/access-to-medical-care-adults-with-physical-disabilities>