



High Desert Health System POLICY AND PROCEDURE

POLICY NUMBER: 655
VERSION: 1

SUBJECT: 2013 DISABILITY PROTOCOL

PURPOSE: To define responsibility of Antelope Valley Health Center in assuring physical and communication access to clients with disabilities.

POLICY: Physical and communication access shall be provided to patients with disabilities seeking services. All patients will be treated with dignity and respect. Staff will assist the patient with disabilities in all ways possible to ensure that the needs of the patient are met while receiving services at the facility.

POLICY GUIDELINES:

All staff must be alert and responsive to the access needs of patients who are:

- **Physically challenged:** The physical aspects of the building and equipment for patient use shall be designed or modified, when possible, to allow patients with disabilities free access to the front entry, registration area, exam rooms and rest rooms. Registration staff will bring to the attention of the supervisor those patients requiring additional assistance so that prompt service can be provided.
- **Visually impaired:** Staff will read or otherwise explain information to ensure that the patient can provide informed consent.
- **Hearing or speech impaired:** Staff will make arrangements for an interpreter. If an interpreter is used documentation of same should be made in patient's medical record.
- **Cognitively impaired:** Staff member will explain the consent, answer the patient's questions, and determine her level of understanding.

REFERENCES:

Department of Health and Human Services, Office of Population Affairs (OPA)
Program Requirements Title X

California Family Health Council (CFHC)

California State Office of Family Planning (OFP)

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