

Matrix Comparing the New York ADA Attestation Form to Attestation Tools in Other States (Table 2 of 2)

*Please note: blank cells indicate that a tool did not include provisions or questions related to a specific category.

STATE [TOOL]	EQUIPMENT (examination rooms/tables, lifts, accessible scales, restrooms in examination areas)	MEASURES FOR ACCOMMODATIONS FOR PEOPLE WHO ARE BLIND OR DEAF (people with hearing and/or speaking trouble, people who speak different languages including ASL)	MEASURES FOR ACCOMMODATIONS OF COGNITIVE and/or INTELLECTUAL DISABILITIES or PSYCHIATRIC DISABILITIES. QUESTIONS RELATED TO ALL DISABILITIES.
NEW YORK [FIDA ADA ATTESTATION FORM]			
Boston Medical Center Settlement Agreement	<p>-Includes provision for built in lifts in 10% of rooms, lifts also required in ambulatory or treatment space, standardization of toilets to accessible height.</p> <p>-Agreement addresses furniture and equipment arrangement to ensure accessibility, door access.</p>		<p>-Agreement includes provisions for clear wayfinding, including universal symbols on signage, accessible kiosks, and ambassadors at key entrances to assist individuals on arrival.</p>
CALIFORNIA	<p>Provides Standards and Assessor Guidelines for examination tables (adjustable to a 20 inch height)</p>		
U.S. DOJ	<p>-Includes information and illustrations on accessible medical diagnostic equipment, including adjustable height examination tables and chairs, including measurements and procedures for staff, transfer techniques, using patient lifts, portable lifts, overhead track lifts, freestanding overhead lifts, use of stretchers and gurneys, radiologic equipment, mammography equipment, weight scales, staff training.</p> <p>-Includes provision for adjustable exam tables.</p> <p>-Reception desks must be ADA accessible and staffed.</p>		<p>-Includes detailed policies on training, including training for anyone with patient contact. Training is specific to the responsibilities of the persons being trained. Requires provider to retain an Access Policy Consultant to review policies and procedures and develop training. --- There has to be a complete review of all policies and procedures with input from the Center for Independent Living.</p>
Disability Rights and Education Fund Health Provider Survey	<p>-The survey instrument is accompanied by a guide with clear definitions related to physical, communications and programmatic accessibility. It points out that examples of reasonable accommodations given are just that—examples and not an exclusive list.</p> <p>-Includes detailed questions concerning accessible medical equipment, including</p>	<p>-Includes questions on accommodations for people who are Deaf: TTY Machine; staff familiarity with Relay Service Calls; Allow individuals to communicate through email; capacity to send individuals text messages for appointment reminders and administrative matters; provide qualified Sign Language Interpreters or Real Time Captioners during</p>	<p>-Includes questions about policies and procedures regarding patient’s request for disability accommodations: extended appointment times; flexible appointment scheduling; assistance in filling out paperwork including reading and writing information; -Includes questions on written policies on service and support animals to accompany</p>

	<p>adjustable exam table (height given); lift to assist with transfers; lifting team or trained lifters for a variety of equipment; information on where to send a patient for diagnostic scans using accessible machines; wheelchair accessible weight scales. Includes photographs and detailed descriptions.</p> <p>-Includes questions about provision of assistance with dressing, undressing, using the restroom, lifting and positioning on the exam table; scheduling a room with a height adjustable exam table for individuals who have difficulty getting on an exam table; assistance with scheduling transportation.</p> <p>-Independent living center will comment on survey tool that includes survey of accessible medical equipment. Provider agrees to spend \$12 million on new equipment and other capital improvements.</p> <p>-Provider is required to report on progress to the independent living center.</p> <p>-Includes detailed summary of complaints related to architectural barriers, policies and procedures, accessibility of equipment.</p>	<p>appointments; provide assistive listening devices.</p> <p>-Includes questions on accommodations for people who are Blind: capacity to provide forms, medical information, instructions, other healthcare-related material for individuals who have vision impairments in formats other than standard print (e.g. CD, Braille, enlarged print) either as general practice or on request; accessible web site;</p> <p>-Includes questions on written policies on service and support animals to accompany individuals during an appointment;</p> <p>-Includes detailed “Accessible Communication for Individuals who are Deaf or Hard of Hearing” including defining assistive listening devices and giving examples of how they work and are used; real time Captioners—how these work and who uses them; sign language interpreters; TTY including TTY etiquette and a sample conversation, relay services with numbers to call, instructions on setting up a call, text messaging and email communications.</p> <p>-Includes details on alternate formats including audio formats, Braille, text-only electronic formats, large print.</p>	<p>individuals during an appointment;</p> <p>-Includes question about questions on accommodations asked during appointment scheduling or intake conversations;</p> <p>-Includes questions about office notes in patient charts about disability accommodations required.</p> <p>-Questions about staff training on: disabilities; legal requirements of the ADA; disability literacy and competency; how to use accessible medical diagnostic equipment; TTY and Relay; assistive listening devices; sign language interpreter scheduling; real time captioning; document requests for accommodation; other.</p> <p>-Questions on awareness of tax credits to offset cost of purchasing accessible medical equipment, communication devices and providing sign language interpreters.</p> <p>-Includes definition of service and support animals: guide dogs, mobility dogs, hearing alert animals, medical alert/medical response animals, emotional support animals/psychiatric service animals. Describes etiquette of working with someone who has a service animal. Addresses issue of access to health facilities for service animals.</p> <p>-Describes staff disability training including: ADA; disability awareness, use of accessible equipment and communication devices, how patients can request accommodations and procedures for documenting requests, emergency evacuation procedures, assistance available.</p> <p>-Describes tax credits available, including contact information.</p>
<p>One Care (includes Commonwealth Care Alliance)</p>	<p>-Includes questions with guidance on equipment including weight scales with platforms to accommodate people in wheelchairs/those who cannot stand without assistance; adjustable-height exam table, transfer board, portable lift, stretcher/gurney; staff trained to help with transfer to medical</p>	<p>-Tool asks whether medical interpretation services are provided for American Sign Language and whether translation/language line services are available; whether ASL is spoken by the provider;</p> <p>-Tool asks about accommodations for people who are Blind or visually impaired including:</p>	<p>-Includes questions about access to public transportation services: commuter rail; subway; bus; walking distance to transportation;</p> <p>-Includes questions about alternative appointment scheduling for those who need extra time, provision of extended hours, home visits.</p>

	equipment; specialized diagnostic equipment including x-ray, ultrasound, mammography and gynecological tables.	printed materials available in Braille, large print, taped text, digital versions, optical recognition software and training for staff on these services. -Includes questions about accommodations for Deaf or hard of hearing regarding effective communication including: qualified ASL interpreters, written notes, computer aided real time transcription, video relay services, assistive listening devices, closed caption decoders, access to TTY/TDD.	-Includes questions about accommodation of people with learning, intellectual and/or cognitive disabilities, including staff training, effective communication techniques, audiotape, availability of an employee to assist in completion of documents.
OREGON [OHCUP]	-Includes questions related to availability of height-adjustable exam tables and lift or transfer devices in exam rooms	-Includes question about whether signage at facility entrance features raised Braille and glare-free finish -Includes questions about when pictograms or symbols are used on signs (i.e. to identify restrooms) and when Braille/raised lettering is included below those symbols	*NOTE: Some tools lack measures for accommodations of cognitive and/or intellectual disabilities, learning disabilities and psychiatric disabilities. Tools should include questions about availability of longer appointments for individuals who require additional time to communicate, about flexible scheduling for individuals who rely on paratransit or who disabilities include fatigue at certain times of the day, and reminder calls are made to those whose disabilities require that they receive appointment reminders.
MISC. Sources - ACCESS Board; - Wellpoint Settlement Agreement; - Other Settlement Agreements - NYS DDPC Report on Strategies for successful medical and dental office visits.	-The Access Board is a federal agency that has approved accessibility standards for medical diagnostic equipment, including examination tables and chairs, weight scales, radiological equipment, and mammography equipment under the "Patient Protection and Affordable Care Act." -DOJ settlements with medical facilities concerning medical equipment have required purchase of accessible medical equipment, such as adjustable exam tables and Hoyer lifts;	-Wellpoint Accessible Information Agreement includes specific provisions related to website accessibility, including: web content accessibility guidelines; CAPTCHA; accessible PDFs; third party content; website accessibility policy standard and protocols for testing and measuring; -Wellpoint Alternative Format for Print information includes specific provisions to be included in a policy on alternate formats, information and assistance by staff, flagging of member records to indicate that alternate formats are needed; -Wellpoint includes an Accessibility information page with specific information for users on access standards, usability tips, types of documents made available in alternate formats and standards used, process for members requesting them, method for contacting	-Wellpoint includes information on training of telephone customer service staff on: techniques for reading documents to people with vision impairments; alternate format policies and procedures including procedures for processing requests and informing members about the availability of alternative formats and the policy, handling of complaints, routing of calls concerning accessibility. -DOJ settlement agreements include training for staff on communication with people who are Deaf or hearing impaired; the focus of the training is on identification of communication needs and preferences and on securing interpreter services promptly. -DOJ settlement agreements have included requirements to enact non-discrimination policies and procedures that specify how people with disabilities will be accommodated,

		<p>Wellpoint about accessibility concerns;</p> <ul style="list-style-type: none"> -18 DOJ settlement agreements regarding auxiliary aids in health care settings have addressed: nature, length and importance of issue; individual's skills and knowledge; health status or changes to health status; request for interpreter through VRI or on-site interpreter, foreseeable health care activities; availability of auxiliary aid services at different times. -DOJ settlement agreements describe in detail when an ASL interpreter must be available, including patient's condition, need for informed consent or treatment permission, communication about diagnosis or prognosis, procedures and medications explained, explanation of follow-up treatments, etc. -DOJ settlement agreements describe notices required for the community regarding interpreters and TTY; 	<ul style="list-style-type: none"> including when scheduling an appointment asking whether assistance will be required. -DOJ settlement agreements include staff training on the ADA and disability sensitivity, operation of equipment, techniques for assisting with transfers. -Kaiser settlement agreement included requirement to hire an Access Coordinator charged with developing policies and procedures and oversight of a complaint system related to accessibility. -UCSF settlement agreement included appointment of an internal ADA oversight committee and a commitment to evaluate <u>all</u> existing policies and procedures related to the services, treatment and care provided to patients with disabilities and to determine whether any new policies are needed. -NYS DDPC report includes recommendations regarding training for providers and staff, short wait times, speaking directly to individual, preparing ahead to minimize waiting time in office.
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