



Healthcare Providers and the ADA

A healthcare provider will usually need to comply with Title III of the ADA. If the healthcare provider is a government healthcare provider it may be governed by Title II of the ADA. This fact sheet is meant to provide information on issues specific to healthcare providers. If you are looking for more general public accommodation information please see our Public Entities and the ADA fact sheet if the healthcare provider is government funded, or our Businesses and the ADA fact sheet if they are privately funded.

Provide accessible exam rooms:

- Should have an accessible route to and through the exam room.
- Should have an entry door with adequate clear width and accessible door handle/knob.
- Should have adequate floor space for side transfers and lift equipment.

Provide accessible medical equipment:

- A health care provider must be able to provide the same level of care to a person with a disability as they can to a person without a disability.
- What accessible medical equipment a healthcare provider must have will vary depending on the medical treatment they provide.
- Examples of medical equipment a healthcare provider might need: adjustable exam tables, accessible scales, patient lifts, portable floor lifts, or overhead track lifts.

Provide effective communication:

- Healthcare providers generally must provide appropriate auxiliary aids or services.
- Requiring or relying on a companion to interpret is not appropriate unless: the patient wants an adult companion to interpret, the companion agrees, and the situation is appropriate.
- If the healthcare provider is a public entity they must give primary consideration to the patient's choice in an aid or service for effective communication. (The provider can use another aid or service if it is equally effective, or the patient's choice of aid or service would be an undue burden or fundamentally alter the healthcare provider's service).
- If the healthcare provider is a private provider they are encouraged to consult with the patient with a goal towards ensuring communication is effective.

Ensure staff is trained:

- Must take calls from patients using assistive technology.
- Healthcare providers need to make sure their staff is trained to know when to provide assistance.
- Staff must assist in filling out paperwork when needed.
- The staff also needs to be properly trained in using the accessible medical equipment.

Examples of Available Places to File Complaints for the Public:

- Department of Justice (DOJ): https://www.ada.gov/filing_complaint.htm
- Colorado Civil Rights Division (CCRD): <https://www.colorado.gov/pacific/dora/civil-rights>

***** DISCLAIMER: This is not intended as legal advice, but rather for informational purposes only. Always consult a lawyer if you have questions about your legal rights. *****

**Information summarized from the primer on ADA.gov.
For more detailed information on these topics please go to:
https://www.ada.gov/medcare_mobility_ta/medcare_ta.htm*