

Subject: Physical Access

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Objective:

- I. To ensure compliance with physical access standards for all Tuality Health Alliance (THA) members.
- II. To ensure routine travel time or distance to the location of the Primary Care Provider (PCP) does not exceed the Community Standard for accessing health care providers.
- III. To ensure compliance with the requirements of the Americans with Disabilities Act of 1990 in providing access to covered services for all members of THA.
- IV. To ensure that THA providers, facilities and personnel meet the complex medical needs of THA members who are aged, blind or disabled.

Policy:

- I. The medical office should maintain a clean, organized and safe environment. A plan will be in place to accommodate the American Disabilities Act (ADA) requirements.
- II. The Americans with Disabilities Act (Public Law 101-336) “prohibits discrimination on the basis of disability by private entities in places of public accommodation”. Title III of this act governs physician offices.
- III. Tuality Health Alliance (THA) physicians, clinics, and hospitals (Tuality Community and Tuality Forest Grove) will maintain policies, practices and procedures that provide access to individuals with disabilities according to the Tuality Healthcare Administrative policies.
- IV. THA physicians, clinics, and hospitals will provide auxiliary aids whenever necessary to ensure effective communication with individuals with hearing, speech or vision impairments.
- V. THA physicians, clinics, and hospitals will maintain accessible equipment and features for example:
 - A. Street level access or accessible ramp into the facility;
 - B. Wheelchair access to examination room;
 - C. Wheelchair access to lavatory;
 - D. Doors with levered hardware or other special adaptations for wheelchair access;

- E. Ability to operate elevators from wheelchair;
 - F. Ability to distinguish elevator floor numbers for vision impaired patients;
 - G. Provide communication/interpreter services as needed;
- VI. THA physicians, clinics, and hospitals will provide alternative measures when removal of barriers is not readily achievable.
- VII. Monitoring compliance will be completed through site reviews performed by the Provider Relations and Contracting Specialist per Site Review policy and QI audits annually.
- A. Initially by THA Provider Relations and Contracting Specialist when a new facility is opened before patients are seen for care in the office.
 - B. Once during the three year recredentialing cycle.
 - C. Random onsite office audits by THA staff as indicated when prompted by meeting a threshold of three complaints regarding physical access within the three year credentialing cycle.

Refer: THA Policy # I-4 Interpreter Services
THA Policy # 10-5 Site Review
Americans with Disabilities Act of 1990, Section 3
OAR 410-141-0220 (7) (d)-(e)
FCHP 2011-2012 contract Exhibit B Part II Section 1 b Accessibility

Formulated: October 1994
Reviewed: October 1995
January 2002
Revised: September 1998
October 1999
April 2005
October 2007
October 2009
December 2011

THA Plan Director

THA Medical Director