Tips to Providing Care to Individuals with Physical Mobility Limitations

1. Routinely ask during the appointment process if the patient has any special needs.

2. Develop an office policy on interactions
    a. Ask before you assist
    b. Use ‘people’ first language (not label individual by the nature of their disability)
    c. Etiquette guidance to effective communication/interactions with people with disabilities
    d. Establish protocols to measure weigh, transfer patents in each office.

3. Appointment clerk should know if there are any obstructions to wheel chairs or walkers in the office or waiting room.

4. Appointment clerk should be familiar with all office exam rooms that would be available for an appointment. The appointment staff should be able to confirm if there is an exam room with a lift exam table.

5. Appointment clerk should be able to answer if there will be someone available to help transfer an individual from a wheel chair to an exam table.

6. At the time the appointment is made, the patient should be able to confirm with the office staff if the patient will be assigned a room that is accessible to wheel chairs, has a lift exam table and if there are means to weigh and measure the patient in the office.

7. During the exam process, give low vision patients a guide of the exam room

8. Create recordings for intake forms that low vision patients can use to help them fill out the form. (other possibilities include YouTube videos)

9. If alternate formats are sent/provided to patients assure that they are fully accessible. Scanned documents, such as lab results that have been emailed, do not work with screen reader technology.

10. Care plans should include specifically stated needs for access.

-Industry Collaborative Effort (ICE)