



Access for Patients with Disabilities

Fairfax County Disability Services Board
Monday, September 11, 2023

- Presenters
 - Janice Holmblad – Regional Manager, Patient & Family Relations, Inova Fair Oaks Hospital
 - Debra Haynes, MPH - ADA and Special Needs Manager, Language and Disability Services

- Agenda
 - Overview of Americans with Disabilities Act
 - Review of accessibility services provided by Inova
 - How to request services with Inova
 - Discussion

- Inova provides persons with disabilities with the full and equal enjoyment of its services, facilities, and accommodations, and provides equal access to services in clinical and administrative settings for all persons.
- Accessibility of doctors' offices, clinics, and other health care providers is **essential** in providing medical care to people with disabilities.
- Due to barriers, individuals with disabilities are less **likely to get routine preventative medical care** than people without disabilities.
- Accessibility is **not only legally required, but also important medically** so that minor problems can be detected and treated before turning into major and possibly life-threatening problems.

Source: Department of Justice Civil Rights Division

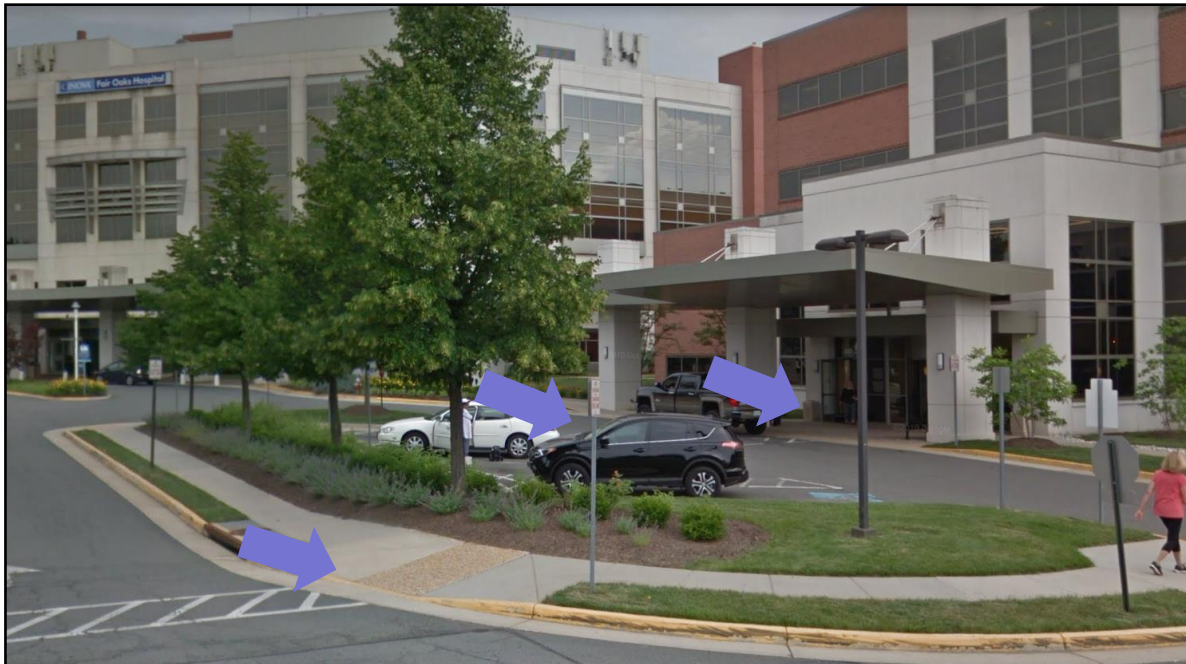


Up to **1 in 4** adults in the United States have some type of disability

Source: Centers for Disease Control and Prevention

- Legal citations:
 - Americans with Disabilities Act of 1990 (ADA) - federal civil rights law that prohibits discrimination against individuals with disabilities in every-day activities, including medical services.
 - Section 504 of the Rehabilitation Act of 1973 (Section 504) - civil rights law that prohibits discrimination against individuals with disabilities on the basis of their disability in programs or activities that receive federal financial assistance, including health programs and services.
 - Cited on Inova.org under “ADA and Special Needs – Access for Patients with Disabilities” page.
- Coordination of ADA compliance and services at Inova
 - ADA / Special Needs Manager for the system
 - Patient & Family Relations at both system and hospital levels
 - Public resources and information at inova.org
 - Team member resources available on Inova’s internal InovaNet

- Sampling of access features at Inova facilities:
 - Convenient off-street parking designated specifically for patients/visitors with disabilities
 - Curb cuts and ramps between parking areas and buildings
 - Level access into first floor level with elevator access to all other floors
 - Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards
 - A full range of free assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments.



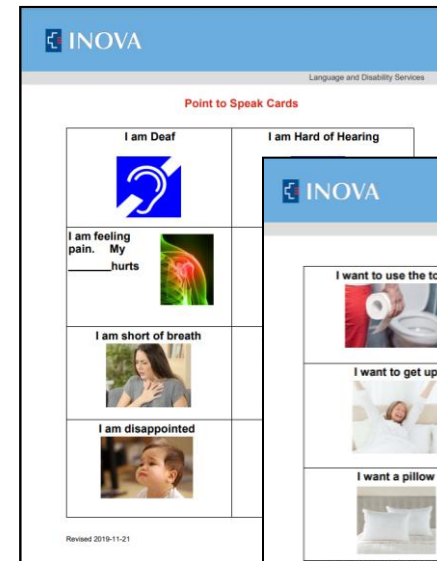
- Wheelchairs
- Specialty beds
- Shower chairs
- Transfer assistance boards

- Hoyer lift
- Adaptive eating utensils and Call buttons
- Hospital bed with scale
- Portable scales

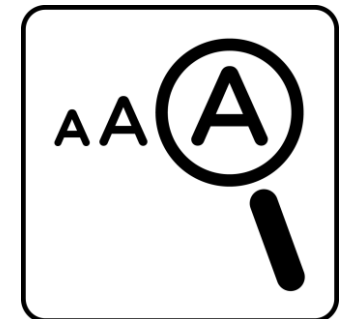
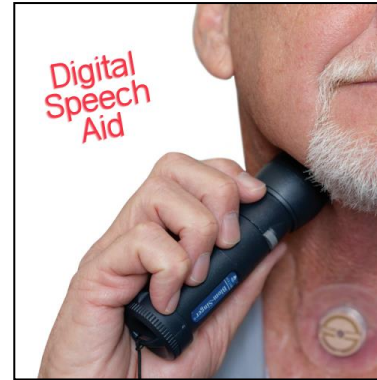


Services – Patients Who are Deaf or Hard of Hearing

- American Sign Language (ASL) interpreters
- Teletype phone
- Video Remote ASL
- Closed caption TV
- Vibrating baby monitor
- Point-to-Speak cards
- CommuniKits
 - Sound Amplifier
 - Amplified flasher big button phone
 - Magnifier sheets



- Speech impairments
 - Electrolarynx
 - Point-to-speak cards
- Vision impairments
 - Braille phones
 - Reader from staff
 - Audio recorded documents
 - Large print / audio books
 - Reading glasses
 - Hand-held magnifier
 - Computer with adaptive keyboard
 - Electronic magnifier



- **Service Animals** - dogs that are individually trained to do work or perform tasks for people with disabilities.
 - Only dogs and miniature horses are considered Service Animals.



- **Emotional Support Animals** - not trained to perform specific tasks to mitigate a disability. Not required to be permitted to accompany persons with disabilities in areas of public access, including hospitals.
 - Inova follows DOJ guidelines and does not permit access for emotional support animals.
- **Facility Dogs** – trained dogs who partner with a facilitator and work in a health care, visitation or education setting.
 - Trained to perform service dog commands including picking up items, opening doors, and providing calming pressure on across a patient's lap or body.

- **Inova's new Chief Comfort Officers**

- Recently promoted our current facility dogs at Inova L.J. Murphy Children's Hospital and Inova Loudoun Hospital.
- On site three times a week, engaging with patients, family members and Inova team members during stressful times to restore compassion and empathy.
- Supported in part by philanthropy.
- Three more CCOs in training to serve Inova Alexandria, Inova Fair Oaks, and Inova Mount Vernon.

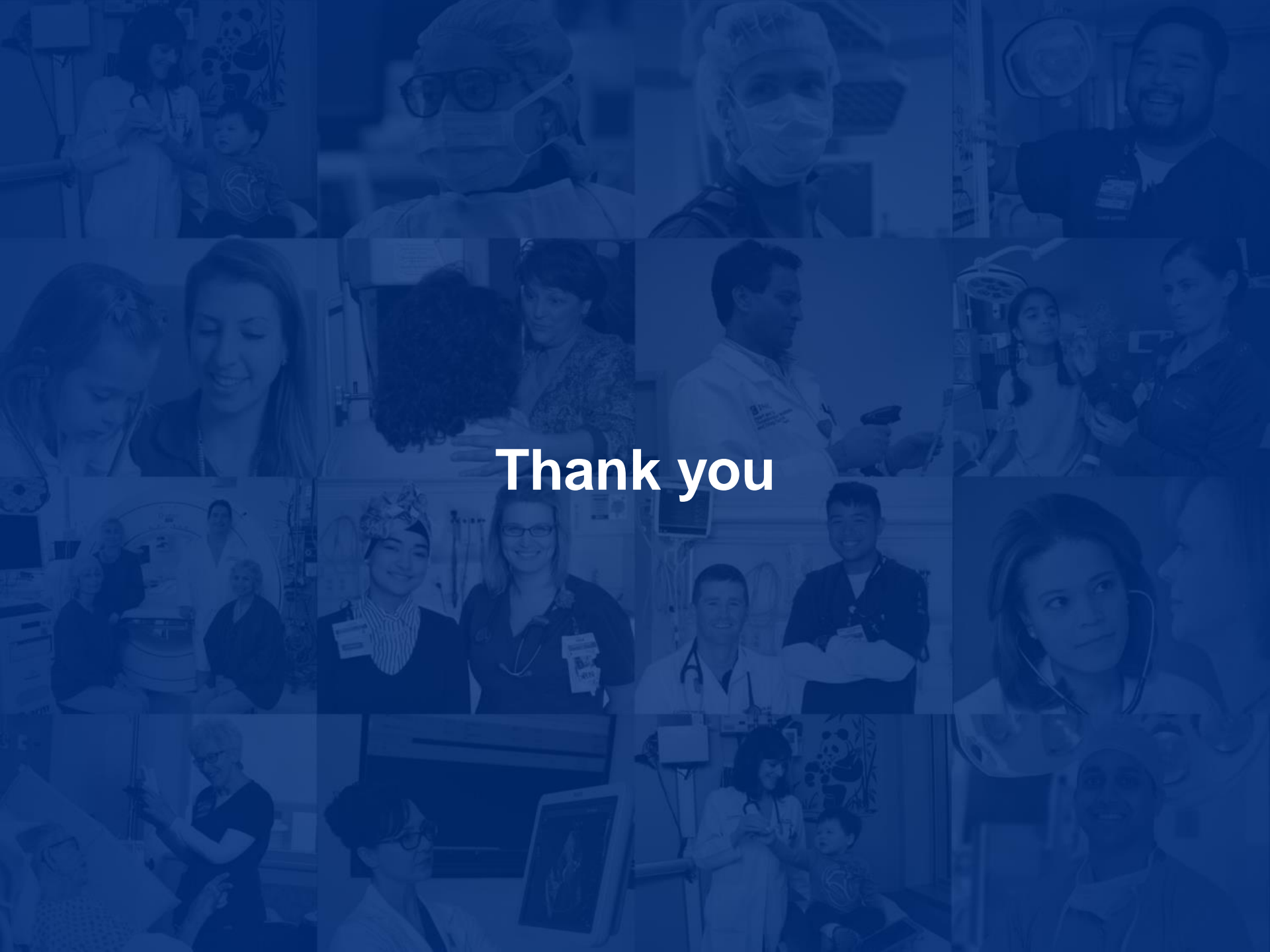


**Bartley from Inova L.J. Murphy
Children's Hospital**



- Patients or visitors requiring any of the aids shared here or on our web site may contact the Patient Relations Manager at their local Inova hospital:
 - Inova Alexandria Hospital: 703-504-3128
 - Inova Fairfax Medical Campus: 703-776-3663
 - Inova Fair Oaks Hospital: 703-391-3607
 - Inova Loudoun Hospital: 703-858-6795
 - Inova Mount Vernon Hospital: 703-664-7555
- Patients are encouraged to reach out prior to their arrival but can always ask Inova team members for assistance.
- For more information on ADA-related services, please contact Debra Haynes, ADA / Special Needs Manager at 571-472-8750 or email debra.haynes@inova.org.





Thank you