



## Policy and Procedure

Policy Name:	Site Accessibility by Individuals with Physical Disabilities		
Effective Date:		Revision Date:	
Department(s)/Site(s):			
Document Owners:			
Approved By:			
Relevant Law/Standard:	California Department of Health Care Services under Title 22, California Code of Regulations, Section 53230. (Requires the review and certification of Primary Care Practitioner (PCP) sites.)  Department of Health Care Services (DHCS) All Plan Letter 20-004, Facility Site Reviews.		

**Purpose:**

The purpose of the PARS is to assess the physical accessibility of provider sites using a set of standards. parking, building, elevator, doctor’s office, exam room and restroom.

**Definition:**

Physical Accessibility Review Survey (PARS)

- a. Parking (4 Critical Elements)
- b. Exterior Building (8 Critical Elements)
- c. Interior Building (3 - 10 Critical Elements)
- d. Restroom (6 Critical Elements)
- e. Exam Room (2 Critical Elements)
- f. Exam Table/Scale (3 Medical Equipment Elements)

**Policy:**

Site shall be accessible and useable by individuals with physical disabilities. The site will meet city, county and state building structure and access ordinances for persons with physical disabilities.

Purpose:

I. Accommodations

A. The site shall maintain the following safety accommodations for physically disabled persons.

1. Designated disabled parking space near the primary entrance.
  - a) Staff will assist disabled members who choose to continue to seek care at the site, in spite of inaccessibility.
  - b) Staff will discuss the plan with the member prior to a scheduled appointment. A meeting point, as near as possible to an entrance, will be agreed upon.
  - c) Staff will meet the member at the scheduled time/place, and assist the member as appropriate.
2. Pedestrian ramps will be maintained. (Any path is considered a ramp if the slope is greater than a one foot rise in twenty feet of horizontal run.)
  - a) Level landings at the top and bottom of all ramps will be maintained clear of any obstruction. Every staff member is responsible for clearing the landings at any time an obstruction is noted.
3. Exit doorways width (at least 32 inches) will allow for the passage of a wheelchair.
  - a) Landings on each side of exit doors and the doorway openings will be maintained clear of any obstruction. Every staff member is responsible for clearing the landings and doorways at any time an obstruction is noted.
4. Passenger elevator will be maintained in working condition for multi-level floor accommodation.
5. A clear floor space will be provided for persons in wheelchairs.
  - a) Staff may take the member into the exam room, or make adjustments in furniture as required.
6. The restrooms will be accessible to physically disabled individuals
  - a) Staff may make a reasonable alternative available to the member, as needed. Alternative may include: direct or accompanying the member to a nearby disabled-accessible restroom, physically assisting the member into a smaller restroom, providing a urinal, bedpan or commode and sanitary supplies per the needs of the member.

7. Hand washing facilities will be available and include running water, soap and paper towels.
  - a) Staff may provide a hand sanitizer to the member if the above items are not available/accessible.
8. Interpreter services for the hearing impaired will be provided as needed at no cost to the member.
9. Health education materials are made available to the members in alternative formats; providers can obtain these materials from their contracted health plans Health Education Departments.

## II. Changes in Access/Availability

### A. Notification

1. If at any time the site becomes inaccessible to physically disabled individuals, all contracted health plans will be notified in writing.

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