



## Policy and Procedure

Policy Name:	Personnel Training: Disability Rights and Provider Obligations		
Effective Date:		Revision Date:	
Department(s)/Site(s):			
Document Owners:			
Approved By:			
Relevant Law/Standard:	<p>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.)</p> <p>Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review or any superseding APL</p> <p>Section 504 of the Rehabilitation Act of 1973</p> <p>Section 1557 of the Affordable Care Act (ACA)</p>		

**Policy:**

- Site personnel have received information and/or training on patient rights and provider obligations under the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and/or Section 1557 of the Affordable Care Act
- Training content should include information about
  - physical access
  - reasonable accommodations
  - policy modifications, and
  - effective communication in healthcare settings.

**Procedure:**

1. The site has an established process for educating and training staff on patient rights and provider obligations.
  - Education and training of resources related to DHCS Medi-Cal Interpreter Services Requirements & Disability Rights
    - [Interpreter Services Information](#)
    - [Cultural Awareness Training](#)
    - [SFHP Provider Manual - Key Information for Medi-Cal Providers](#)
2. Site has Notice of Consumer Civil Rights posted in a prominent location in the clinic.

3. Site has safety accommodations available or has an alternative plan in place for making program services available to persons with physical disabilities.
- Parking spaces for persons with physical disabilities are located in close proximity to accessible building entrances.
  - Each parking space reserved for persons with disabilities is identified by a permanently affixed reflectorized sign posted in a conspicuous place; or reasonable alternative if the provider has no control over availability of accessible parking within lot or nearby street spaces for persons with disabilities:  
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  - Pedestrian ramps with a clear and level landing at the top and bottom of all ramps and on each side of an exit door – if the clinic has multiple levels.
  - Exit and exam room doorway openings have minimum opening of 32 inches with the door open at 90 degrees to allow for clear passage of a person in a wheelchair; or reasonable alternative:  
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  - Door hardware are operable with a single effort without requiring ability to grasp hardware (latch or push-bars instead of doorknobs)
  - Effort to operate interior doors do not exceed 5 pounds of pressure
  - Furniture and other items do not obstruct exit doorways or interfere with door swing pathway
  - Accessible passenger elevator for multi-level floor accommodation; or reasonable alternative:  
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  - Clear floor space (at least 30-in. x 48-in.) for wheelchair in waiting area and exam room to accommodate a single, stationary adult wheelchair and occupant; and a minimum clear space of 60-inch diameter or square area to turn a wheelchair; or reasonable alternative: \_\_\_\_\_
  - Wheelchair accessible restroom facilities are available; or reasonable alternative:  
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  - Wheelchair accessible handwashing facilities are available; or reasonable alternative:  
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  - A 24-hour language and hearing-impaired interpreter services are available for all members either through telephone/video language services or interpreters on site
  - Other accommodations or specialized equipment (i.e., height adjustable exam tables, wheelchair accessible weight scales, signage in raised letters and Braille, etc.):  
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**Resources:**

1. OCR Fact Sheet: Your Rights Under Section 504 of the Rehabilitation Act:

<https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/factsheets/504.pdf>

2. Section 1557: Frequently Asked Questions: <https://www.hhs.gov/sites/default/files/section-1557-final-rule-fags.pdf>

3. Section 1557: Ensuring Meaningful Access for

Individuals with Limited English Proficiency: <https://www.hhs.gov/sites/default/files/1557-fs-lep-508.pdf>

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