



ADAPTIVE EQUIPMENT SERVICES

Purpose:

To outline specific procedures and adaptive resources available to patients and companions with disabilities requiring reasonable accommodation in order to receive services and effective communication at Boulder Community Health (BCH).

Scope:

Applies to all BCH locations.

Policy Statements:

- BCH will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision, or speech impairments, have an equal opportunity to participate in our services, activities, programs and other benefits.
- The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits.
- The procedures also apply to, among other types of communication, communication of information contained in important documents, including conditions of admission, patient rights and responsibilities, notice of privacy practices, financial and insurance benefits forms, etc. All reasonable auxiliary aids and services shall be provided without cost to the person being served.
- BCH has identified a 504 Coordinator to address specialized needs and recommendations for patients and companions requiring expanded services or modifications in order to provide reasonable accommodations. The 504 Coordinator will be a resource to BCH staff members and the Patient Representative/Designees. The 504 Coordinator will participate in BCH 504 committee meetings to address education needs, potential barriers, recommendations and resources for adaptive services.

Procedural Guideline Statements:

1. Identification and Assessment of Need
 - a. BCH provides notice of the availability of and procedure for requesting auxiliary aids and services. When an individual self-identifies as a person with a disability that affects his/her ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are reasonable and necessary to provide effective communication in particular situations.
2. Provision of Auxiliary Aids and Services
 - a. Patients with hearing, communication, vision and/or physical limitations will have access to adaptive equipment maintained in the "ADAPTIVE TOOL KIT" and located in central locations in both inpatient and outpatient settings. In addition, inpatient clinical staff should obtain orders for therapy consults as appropriate to

further address patient needs while hospitalized (i.e. Speech Therapy, Occupational Therapy and Physical Therapy)

- b. Assistance from the Patient Representative may be requested by any patient or staff member to address specific needs identified as a reasonable accommodation in the provision of care for patients and/or their companions with disabilities. The Patient Representative will work directly with the BCH 504 Coordinator to identify potential resources considered reasonable and necessary to provide effective communication for the individual and the care setting.

3. For Persons Who are Hearing Impaired

- a. A TTY phone and instructions on how to operate the device are available for sign-out through the Facilities Communications Center (COM Center) at the Foothills campus.
- b. Sign language interpreters will be provided when appropriate. Please refer to the BCH Interpretation Service Policy RI.1006.ORG
- c. For additional auxiliary aids and services, staff members will contact the 504 Designee in their specific area who is responsible to provide aids and/or services in a timely manner. These additional resources include the following: note-takers, written copies of oral announcements, assistive listening devices, telephone handset amplifiers, telephones compatible with hearing aids, text telephone device (TTY), computer-aided transcription services, videotext displays or other effective methods to make aurally-delivered materials available to individuals who are hearing impaired.
- d. Some persons who are hearing impaired may prefer or request to use a family member or friend as a sign interpreter. Each individual will be informed of the hospital's ability to provide sign interpreters with no additional cost and in accordance with ADA requirements. Family members or friends will not be used as interpreters unless the interpreter service is specifically refused by the individual and/or family. NOTE: Children and other patients will not be utilized to provide interpretation in order to ensure confidentiality and accurate communication of information.
- e. A "Pocket Talker" personal amplifier is provided in all Adaptive Tool Kits for immediate communication assistance for individuals who are hearing impaired.

4. For Persons Who are Blind or Who Have Low Vision

- a. When indicated, staff members will verbally communicate and explain information contained in written materials concerning treatment, benefits, services, waivers of rights and consent to treatment forms to persons who are blind or who have low vision.
- b. Staff members are available to assist in the completion of written forms necessary for services.

- c. Specific auxiliary aids are available in the Adaptive Tool Kits for immediate assistance for individuals with low vision.
 - d. Additional adaptations may be necessary and available through BCH Occupational Therapy. For a consult or evaluation for hospitalized patients with vision concerns, obtain a physician's order for "OT Evaluation".
5. For Persons with Limitations in Speech Communication
 - a. Staff members will utilize auxiliary aids to ensure effective communication with persons who cannot speak or who have speech limitations.
 - b. Auxiliary aids are available in Adaptive Tool Kits located in both inpatient and outpatient settings for immediate assistance. These include the following: Dry erase clipboard with writing strategy instructions, medical communication picture boards (English, Spanish) , medical text-based communication boards (letter/word board, English, Spanish)
 - c. For persons limited in English proficiency, please see the Interpretation Service Policy (RI.1006.ORG).
 - d. Additional adaptation may be necessary and available through BCH Speech-Language Pathology services. For a consult or evaluation for hospitalized patients with speech communication concerns, obtain a physician's order for "Speech-Language Pathology Evaluation".
6. For Persons Requiring Physical Adaptations
 - a. Adaptive call button are available to access the nurse call system when unable to use the standard device effectively. A flat call button (mechanical pad) is available in all Adaptive Toolkits on the inpatient units to address physical limitations. Additional types of adaptive call buttons are available on request to address more extensive physical limitations. Inpatient staff members can request additional call buttons for patients through the Facilities Communication Center (COM Center) at X7411.
 - b. Additional equipment and adaptation may be necessary and is available through BCH Occupational Therapy or Physical Therapy services. For a consult or evaluation for hospitalized patients with barriers due to physical limitations, obtain a physician's order for "Occupational Therapy Evaluation" or "Physical Therapy Evaluation".
7. Adaptive equipment is available to hospitalized patients to assist with daily living skills (dressing, self-feeding, grooming and bathing), positioning, environmental modifications and mobility during the hospitalization.
8. BCH provides a physically accessible environment in accordance with ADA requirements at all service locations to address the needs of patients and/or companions with physical limitations. Assistance with mobility, including the use of a wheelchair when necessary, is available to provide access to services.
 - a. New employees are educated about interpretation/translation and adaptive equipment services at new employee orientation. Education is also provided as a

need arises on individual units. Patients are informed in the handout and posting of "Patient Rights and Responsibilities" throughout the hospital's facilities.

- b. BCH periodically assesses the needs of our community and identifies the communication and adaptive equipment needs of the families we serve.

Definitions:

Resources: Title II of the Americans with Disabilities Act (ADA)
Section 504 of the Rehabilitation Act of 1973

References:

Policies
Interpretation Services
Patient Complaint/Grievance/Service Alert
Patient Rights and Responsibilities

Joint Commission Chapters
MM.01.01.01

Key Words:

Hearing Impairment, Communication Impairment, Vision Impairment, Deaf, Hard of Hearing, Hearing Impaired, Assistive Services, Communication Impaired, Speech Problem, Communication Devices, Communication Board, Augmentative Communication, Vision Impairment, Physical Disability, Call Buttons

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Addendum A

The following individuals have been designated to coordinate the efforts of BCH to comply with Section 504 and Title II of the ADA:

BCH 504 Coordinator
Rehabilitation Manager
303-938-5357

DESIGNEES

Hospital-based:

Manager of Patient Services
303-415-7054

Physician Clinics:

Senior Manager of Physician Clinic Operations
303-441-0538

Cardiology Clinic:

Administrator of Cardiology Services
303-415-3813

Community Medical Center (CMC):

RN Manager, CMC Emergency Department
303-415-4308

Sleep Lab:

Sleep Lab Coordinator

303-938-5364