



Americans with Disabilities Act (ADA) – Disability Awareness Quick Reference Guide

What is the American with Disabilities Act (ADA)?

- ADA defines a person who has a physical or mental impairment that substantially limits one or more major life activity
- ADA prohibits discrimination against individuals in everyday activities, including medical services

Purpose of ADA and disability awareness

- Know your patients – capture and record information
- Staff should be knowledgeable about not refusing service, not providing separate or unequal access to healthcare services to any individual with a disability, and not giving the appearance of discriminating against any person
- Full and equal access to healthcare services and facilities

You will learn:

- Definition of a person with a disability as defined by ADA
- 28 CFR - Section 35.140 - General prohibitions against discrimination
- Title II and Title II of the Affordable Care Act (ACA) and Section 504
- Invisible disabilities
- Accommodations for people with disabilities (ADA guidelines)
- Physical accessibility and accessible equipment
- Effective communication
- Policy modification
- Disability etiquette and interaction tips

Resources

Resources for ADA – Disability Awareness training can be found on Absolute Total Care’s website on the Provider Manuals and Forms page

(<https://www.absolutetotalcare.com/providers/resources/forms-resources.html>).

- Medicare-Medicaid Plan (MMP) Provider Manual