

**CLINICAL**  
VIDEOCONFERENCING  
*Network*

# Communication Access Solutions for Members with Disabilities

*October 2, 2007*  
*8:30 AM – 10:00 AM*

Presented by:  
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## Communication Access Solutions for Members with Disabilities

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ADA Compliance, Program Manager

•**Theresa Tang**

ADA Compliance, Specialist

•**Michael Parker, MS**

Access Ingenuity, Accessibility Specialist

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## Objectives

1. Describe different communication access solution tools for persons with disabilities.
2. List alternative format solutions for members who are blind or low vision.
3. Describe assistive listening devices for members who are hard of hearing.

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## 5 Health Access Programs

- Architectural Access
- Accessible Medical Equipment
- Communication Access Solutions
- Policies and Procedures
- Training and Education

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## DRA Survey: Serving Patients with Disabilities

- **90%** of individuals who are blind or partially sighted reported NOT receiving educational materials in alternative formats.
- **95%** of individuals who are blind or partially sighted reported NOT receiving medical history forms in alternative formats.

**Source: Disability Rights Advocates**

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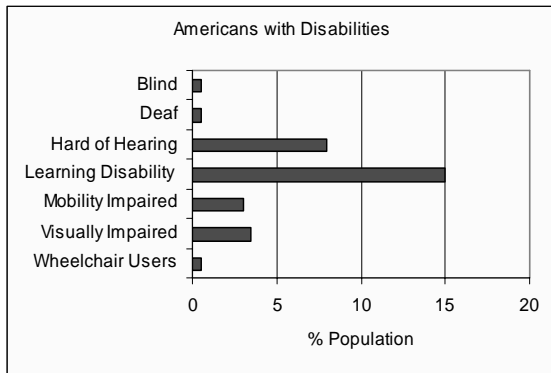
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## Communicating Effectively

Disability	Solutions
<ul style="list-style-type: none"> <li>• Blind and Visually Impaired</li> </ul>	<ul style="list-style-type: none"> <li>• Large Print, Audio, Electronic Files, Braille (<i>Available Upon Request</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• Cognitive Disability (e.g. LD, TBI, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Audio, Electronic Files, Extra Time</li> </ul>

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## Communicating Effectively

Disability	Solutions
• Deaf and Blind	• Electronic Files, Braille ( <i>Upon Request</i> )
• Deaf or Hard of Hearing	• Print Material, Assistive Listening Devices
• Others	• Various Solutions As Required

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## Health Education Solutions

Member accessible computer

- WYNN
- ZoomText
- Text to Audio



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## Creating Large Print

- Font: 18 pt. Arial, 1.5 line spacing
- Minimize use of italics, bold, and underlining.
- Avoid hyphenation at the ends of lines.
- Describe graphs, diagrams, and pictures. Enlarge and include on separate pages if possible.
- Arrange information in tables, columns, and charts to so that it is easily tracked with the eye.

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## Other Alternative Formats

- Electronic Documents
- Braille: List of vendors at [http://kpnet.kp.org/ada/newADAsite/CAS\\_Resources/vendors.html](http://kpnet.kp.org/ada/newADAsite/CAS_Resources/vendors.html)
- Health Plan Materials: Request materials through Member Service Call Center at 1-800-464-4000 or 1-800-777-1370 (TTY)

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## Assistive Listening Device

- Available on e-Procurement or Ariba for \$96
- Part Number:  
PKT-D1-H21  
PKT-ACC1  
(for ear covers)



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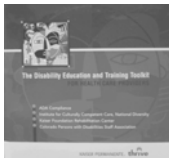
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## Disability Education and Training Toolkit

- Videos Presentations
- Case Studies
- Pocket Cards
- Self Assessment Exercises
- Cultural Awareness Exercises



– For copies, contact Dawn S. Smith at 510-625-4807 (8-428) or [dawn.s.smith@kp.org](mailto:dawn.s.smith@kp.org)

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***Ensuring equal access to facilities and services for members with disabilities.***

Additional information  
available at

**<http://www.kpnet.kp.org/ada>**



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