

**Institutional Handbook of Operating Procedures
Policy 09.03.01**

Section: Clinical Policies	Responsible Vice President: EVP and CEO Health System
Subject: Patient Rights	Responsible Entity: Patient Services

I. Title

Resources Available for Patients with Disabilities

II. Policy

In accordance with the Rehabilitation Act of 1973 and the Americans with Disability Act as amended (ADAAA), UTMB and its employees promote and maintain an environment that is accessible to patients with disabilities and that allows for effective communication regarding their health care. This consideration is provided to all types of disabilities inclusive of but not limited to physical, hearing, speech, and visual impairment. Whenever possible, the disabled patient’s preferred method of communication shall be given primary consideration.

UTMB respects the diverse cultural needs, preferences, and expectations of the patients and families it serves and to the extent reasonably possible, will provide the available resources without compromising the quality of health care delivered. A description of resources available for patients with disabilities is described in the patient guide which is available in Spanish and English and located in the patient room.

The Institutional ADA Officer supports the provision of services to disabled patients.

See section IV for available resources and contact information below.

NonTDCJ Inpatient and Ambulatory	
Monday – Friday 8:00am – 5:00pm	Patient Services (409) 772-4773
After hours: Nights, weekends and Holidays	Contact the Hospital Operator at 409-772-1011 and ask to speak with the Clinical Operations Administrator (COA) for that hospital campus.
Texas Department of Criminal Justice (TDCJ)	
TDCJ Hospital Administration (409) 772-6188	

III. Accessibility

As part of universal compliance to federal and state laws, physical accessibility of the environment is a primary consideration of all remodeling projects, including, but not limited to, the path of travel, restrooms, telephones, drinking fountains, and other measures.

1. Accessible patient hospital rooms are available to persons with/or without physical disabilities
2. Accessible parking spaces are clearly marked and provided throughout the campus. All parking lots are equipped with wheelchair ramps.

IV. Auxiliary Aids

The following auxiliary aids and services are available to individuals seeking or receiving care at UTMB:

1. Telephones, within UTMB patient care areas, are hearing-aid (telecoil) compatible.
 - i. Telephones in public areas are hearing-aid compatible, (telecoil).
2. Telecommunications Relay Services (Relay Texas) provides communication between TTY users and hearing persons. This service is available 24 hours a day and can be accessed by dialing 9-711 from phones within the UTMB telephone network and 711 from phones that are outside of the UTMB telephone network.
 - i. UTMB telephone operators are trained in the use of Telecommunications Relay Services and can assist with making the connection.
 - ii. Portable text telephones (commonly referred to as TTY) and /or other identified equipment are available for patient use and can be obtained by contacting Patient Services, Monday through Friday, 8 AM to 5 PM. After hours and on weekends, a TTY is available for patient use by contacting the Clinical Operations Administrator (COA) on call.
3. Amplifiers are available for patient use and can be obtained by contacting Patient Services, Monday through Friday, 8 AM to 5 PM. After hours and on weekends, devices are available for patient use by contacting the COA on call.
4. All televisions are equipped with a closed caption option on the front panel of the monitor which can be enabled by the patient or visitor.
5. Assistive listening devices (ALD's) are available for inpatients once the need for this type of auxiliary aid has been determined. Using Epic, a consult should be requested from the Center for Audiology and Speech Pathology to have the patient assessed for the appropriate type of device or alternative method of communication.
6. Certified sign language interpreters are available via video remote interpreting (VRI) or in person by contacting Patient Services at 409-772-4773. Whenever possible, arrangements for these services should be scheduled in advance.

V. Additional Information

Requests for resources or accommodations not addressed in this document should be directed to the Institutional ADA Officer. Complaints, lack of available resources, or treatment that is perceived as a failure to comply with this policy should be reported to the Patient Services Department or the Institutional ADA Officer.

VI. Related UTMB Policies and Procedures

- [IHOP - 03.02.02 - Americans with Disabilities Act](#)
- [IHOP - 09.03.13 - Patient Rights and Responsibilities](#)
- [IHOP – 09.03.35 – Patient-centered Communication](#)

VII. Dates Approved or Amended

<i>Originated: 04/15/1997</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
02/28/2014	
05/13/2022	

VIII. Contact Information

Department of Patient Services

409-772-4772