

ADA Reasonable Accommodations Requests

Overview

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities. Health care providers are required to make [reasonable modifications](#) to policies, practices, and procedures to provide equal access to facilities and services to people with disabilities. This includes safe access to medical care for people who are [high risk for illness](#) during an ongoing pandemic.

Requests can be verbal or in writing at the point of care, and you do not need to disclose your disability or specifics of your disability.

The tips below are not required to request accommodations, but we have found that they help!

Tips

- **Call in advance** and ask who handles ADA requests. (Schedulers and nurses may not know, so ask to speak to a supervisor or patient services.)
- **Be confident in making your request!** Having safe and equal access to health care is federal law—this is not special treatment and they are not doing you a favor.
- **Write down your request in advance** so you can share it with them simply and clearly.
- **Request information.** Ask their name and contact information, and when and how they will notify you that your request has been granted. Ask that the response also be provided in writing via email or the portal.
- **Follow-up.** Share your request via email or the portal, and note who you talked to and when.
- **Tell them to call the regional ADA center** if they have any questions about their obligations under federal civil rights law: **1-800-949-4232**
- **Confirm and Thank.** Contact them again before your appointment to make sure your accommodations are all set and to thank them for following the law.

Hospital Contacts

UVM Medical Center

- [Patient and Family Advocacy](#), 802-847-3500

Dartmouth Hitchcock Medical Center

- [Patient and Family Relations](#), (603) 650-4429

Who Can Help Me?

Peer Support:

Below are the peer resources specific to Vermont. For other states, [click here](#).

VCIL Pandemic Equity Team

- [Kate Larose](#), Pandemic Equity Coordinator, (802) 224-1818
- [Krista Coombs](#), Long COVID Advocate, (802) 224-1828

VCIL Community Access Team

- [Cara Sachs](#), ADA Advocate, (802) 224-1809

File a Federal ADA Complaint:

The Americans with Disabilities Act provides an important tool to fight discrimination: filing a complaint with an appropriate federal agency. [This page](#) outlines the steps to get you started.

Legal Support:

Below are the legal resources specific to Vermont. For other states, [click here](#).

- [Disability Rights Vermont](#)
- [Vermont Legal Aid Disability Law Project](#)
- [Vermont Human Rights Commission](#)

Additional Information

- [Americans with Disabilities Act Law](#)
- [Guide to Disability Rights Laws](#)
- [ADA National Network](#)
- [Long COVID and the ADA](#)
- [COVID-19 and Equal Employment Opportunity Laws](#)
- [Telework as Reasonable Accommodation](#)
- [HHS Guidance on Long COVID as a Disability](#)
- [Additional Civil Rights Laws that May Apply](#)