

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, among others. Requests can be verbal or in writing at the point of care and do not need to specifically mention the ADA to be considered a request under the ADA. Individuals do not need to disclose their disability.

Examples

Below are a few examples of reasonable modifications secured by Vermonters from their healthcare providers in recent months. This is not an exhaustive nor a prescriptive list, but may be helpful in helping to creatively think through ways to provide for people's needs and rights to safely access medical care.

- All staff members they interact with will wear N95 masks
- Private transport with a masked driver (Medicaid or shuttle)
- Replacing in-person appointments with telehealth or video appointments
- Having ambulatory services provide care at home (vaccines, blood draws, infusions, etc.)
- Having outside visits with a PCP
- Receiving masked services in the parking lot (e.g., vaccines, testing)
- Being granted an appointment before the space is open to the general public
- Being granted a private room with a closed door and only masked staff entering (e.g., infusion suite, in-patient, recovery)
- Having staff put a mask on them immediately after surgery
- Doing check in from the car and waiting in the car until they are called into the appointment
- Being given the first appointment of the day with windows open
- Using a non-public back or side entrance
- Being able to bring in a portable HEPA purifier or UV light
- Reserving a standalone half day of masked appointments for just one family (e.g., dental office doing cleanings and fillings for all household members)
- Having a staff member coordinate scheduling (e.g. before masks go away or to reduce number of visits)

Questions?

Our [regional ADA center](#) is available to help you! Call **1-800-949-4232**