PARTNERSHIP HEALTHPLAN of CALIFORNIA A Public Agency

2525 Airpark Drive, Redding, California 96002

Date

Site Name
Attn: Contact name, Title
Address
City, State, Zip

RE: Physical Accessibility Review Survey (PARS) FSR Part C

Dear Ms. / Mr. last name of contact,

In compliance with the Department of Health Care Services (DHCS), Medi-Cal Managed Care Division Policy Letter 12-006, Partnership HealthPlan of California (Partnership) has been conducting assessments of our network providers' offices to determine the level of physical accessibility of provider sites, including primary care physician, and specialist and ancillary service providers, that serve a high volume of Seniors and Persons with Disabilities (SPDs).

The information gathered will allow PHC to provide information to assist Partnership members in choosing provider sites that will be able to meet their needs.

The access level below will be denoted in the Partnership Provider Directory and on the Partnership website, as well as the Accessibility Indicators next to your individual information.

Accessibility Levels:

☐ Basic Access	Demonstrates facility site access for the members with disabilities to parking, building, elevator, doctor's office, exam room and restroom. To meet Basic Access requirements, all (29) Critical Elements (CE) must be met.
☐ Limited Access	Demonstrates facility site access for the members with a disability is missing or is incomplete in one or more features for parking, building, elevator, doctor's office, exam room, and restroom. Deficiencies in 1 or more of the Critical Elements (CE) are encountered.
☐ Medical Equipment Access	The site has height adjustable exam table and patient accessible weight scales per guidelines (for wheelchair/scooter plus patient). This is noted in addition to level of Basic or Limited Access as appropriate.

Accessibility categories: (checked boxes indicate what will be identified in the directory):

- ☐ **P**-Parking and pedestrian walkways
- ☐ **EB-**Exterior entrance to medical office buildings or office complexes
- ☐ **IB**-Interior entrance to medical office buildings or office complexes
- ☐ **R**- Restroom accessibility
- ☐ **E**- Maneuverability and access to waiting rooms and exam/treatment rooms
- ☐ **T***- Adjustable exam table and a weight scale that can accommodate a wheelchair or scooter.

*Please note that this is in addition to the other Accessibility Indicators and will not affect the level of basic accessibility.

A copy of the survey tool was provided to you at the time the site visit was scheduled. Please let us know if you need another copy.

Deficiencies for each category are:

- **P (Parking)**: The guidelines state:
  - There must be at least 1 ADA parking space for every 25 regular spaces.
  - Curbs on the route from off-street public parking must have curb ramps at the parking locations.
  - Curbs on the route from off-street public parking must have curb ramps at the drop off locations
  - There must be at least 1 VAN accessible parking space provided. To qualify, the parking space and access aisle must be at least 92" each or at least a total of 192" overall.
- **EB (Exterior Building):** The guidelines state:
  - If accessible route crosses a curb, there must be a curb ramp provided to the building entrance from: Parking, Public Transpiration, and Public Sidewalk.
  - If ramp is present, each run (leg) of the ramp should be no longer than 30' between landings.
  - If ramp is over 6' long, handrails must be provided on both sides of the ramp and be mounted between 34" and 38" above the ramp surface.
  - Handrails must be at least 36" wide.
  - If the main entrance is not accessible, there must be another accessible entrance.
  - The entrance doors must have a minimum opening of at least 32" when opened at 90 degrees.
  - There must be space available for a wheelchair user to approach, maneuver, and open the door (Pull doors requires a clear space of 60" perpendicular X 18" parallel to the doorway; Push doors require 48" perpendicular to the doorway).
  - Entrance doors must have handles that can be opened without grasping, pinching or twisting the wrist.
- **IB (Interior Building):** The guidelines state:
  - All interior paths of travel must be at least 36" wide.
  - If there are stairs on the accessible route, handrails must be on each side.
  - If a platform lift is used, it must be available without assistance.
  - If there is an elevator, is available for public/patient use during business hours?
  - The elevator equipped with both visible and audible door opening/closing and floor indicators.
  - The elevator must have raised letter and Braille signs on each site of each elevator jamb.
  - The elevator hall call buttons must be no higher than 48" from the floor.
  - The elevator car must be large enough for a wheelchair or scooter user to enter, turn to reach the controls, & exit (Must be 36" wide doorway with: centered doorway-51" long X 80" wide care, side doorway-54" long X 68" wide.

- The buttons on the control panel inside the elevator must have Braille and raised characters/symbols.

- **R (Restroom)**: The guidelines state:
  - Grab bars must be provided, one on the wall behind the toilet and one on the wall next to the toilet (must be mounted in a horizontal position between 33" and 36" above the floor).
  - The toilet paper dispenser must be mounted below the side grab bar with the centerline of dispenser between 7" and 9" in front of the toilet, and at least 15" high.
  - There must be space which is at least 30" wide and 48" deep to allow wheelchair user to park in front of the sink (space must extend at least 17" under the sink from the front edge, although it can extend up to 19" underneath).
  - Faucet handles must be operable with one hand and without grasping, pinching, or twisting.
  - Doorways must have a minimum opening of 32" with the door open at 90 degree.
  - For toilet rooms with stalls, there must be a 60" diameter turning circle or 60" x 60" "t"-shaped space inside the stall to allow a turnaround for wheelchair and scooter users.
- **E (Exam room):**
  - The exam room doorways must have a minimum clear opening of 32" with the door open at 90 degrees.
  - There must be a 60" diameter or a 60" x 60" "t"-shaped space for 180 degree turns.
- **T (Exam Table/Scale):**
  - There must be a height adjustable exam table that lowers to between 17" and 19" from the floor to the top of the cushion.
  - There must be space next to height adjustable exam table for a wheelchair or scooter user to approach, park, and transfer or be assisted to transfer onto the table (30" wide x 48" long).
  - There must be a weight scale available within the medical office with a platform to accommodate a wheelchair or scooter and the patient.

Although these are considered a critical element, corrective action is not required as the assessment is for informational purposes only at this time.

Please contact me if you have any questions.

Thank you for your assistance with the review.

Sincerely,