

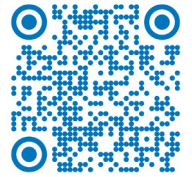
# Accessibility Essentials for Dental Offices

## A Quick Tip Sheet for Compliance & Patient Care

### WHY ACCESSIBILITY MATTERS

Dental practices are responsible for providing care that is accessible and non-discriminatory.

Visit [ADA.org/AccessibilityTips](https://ada.org/AccessibilityTips) or scan here to find out more and stay up-to-date on accessibility essentials.



### LAWS THAT MAY APPLY TO YOUR PRACTICE



#### Americans with Disabilities Act

Requires accessible facilities, services, and employment practices.



#### Section 1557 — Affordable Care Act

Prohibits discrimination in health care based on disability, race, color, or age.



#### Section 504 — Rehabilitation Act of 1973

Applies to practices that receive federal financial assistance.

### ACCESSIBILITY IS PART OF QUALITY DENTAL CARE

Proactive compliance improves patient trust and helps protect your practice.



### EFFECTIVE COMMUNICATION IS REQUIRED

**Patients must be able to understand and participate in their care.**

Examples of auxiliary aids and services:



### DIGITAL & WEBSITE ACCESSIBILITY

Accessibility applies to patient-facing technology, including:

- Practice websites
- Online forms & scheduling tools
- Patient portals and digital communication



Written notes or visual aids



Qualified sign language interpreters (when necessary)



Accessible patient forms and instructions

### SERVICE ANIMALS

Patients with service animals must be allowed in public and clinical areas.



### PATIENTS WITH LIMITED ENGLISH PROFICIENCY

Practices may be required to provide language assistance to ensure effective communication.

### BEST PRACTICES FOR DENTAL TEAMS

- ✓ Train staff on accessibility and disability etiquette
- ✓ Have an accessibility plan in place
- ✓ Respond promptly to accommodation requests
- ✓ Document good-faith efforts

