

## If You Use a Wheelchair or Have a Hard Time Walking Access to your doctor's office or medical equipment

### What is access?

It means you can get into the doctor's office and onto the exam table and scale. And you can get the tests you need, like X-rays or mammograms.



### Who needs access?

You might need it if you use a wheelchair, a scooter, a walker, a cane, or crutches. Or you may have problems getting around, walking, balancing, or climbing stairs.

### Why does access matter?

Lack of access can hurt your health! For example, if you can't be weighed, your doctor may not know if you are gaining or losing weight. A change in weight can be a sign of a serious condition.

### How do I ask for access?

When you make an appointment, ask for what you need. You can use the checklist on the next page when you make the call.

### What if I can't get the access I need?

You can file a complaint with your health plan. The phone number is on your membership card. Or call the **Help Center at 1-888-466-2219**.

### I was sent to a specialist, but I cannot get into her office. What can I do?

Your health plan must find a doctor with an office you can access. Call your plan and ask for what you need.

### Do I have a right to access?

Yes. If you have a disability, California health laws protect your rights. The Americans with Disabilities Act also protects your rights.

### Examples of access:

There are many ways to help people get access. See the next page.



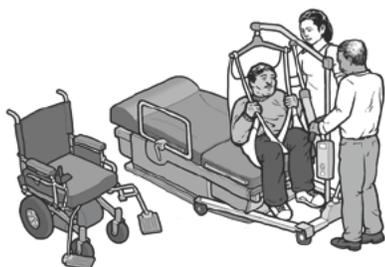
## Exam table that lowers to 17-19 inches from the floor

Many people find these tables easier to use.



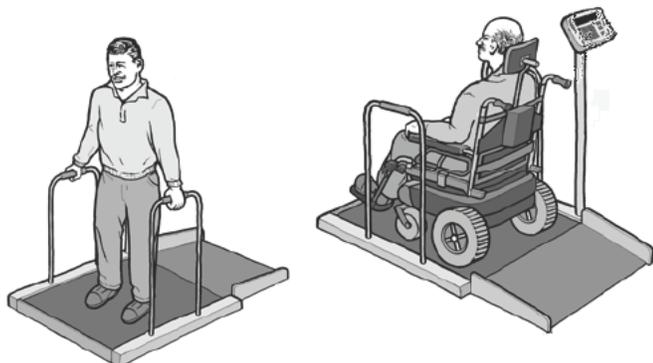
## Transfer help or equipment

You might need help to get on to an exam table. If staff can't move you, look for an office with equipment. It might be attached to the ceiling, or moved from room to room.



## Accessible scale

These are accessible scales. A wheelchair user can roll onto the scale platform. A patient with poor balance can walk onto the scale or get weighed sitting in a chair.



## What access do I need?

Each person has different needs. Check what you need in the list below.

Before your appointment, talk to the doctor's office about the things you checked.

Ask your doctor to keep a copy of this list in your medical records. You can also print a worksheet on "Physical Access" at [www.opa.ca.gov](http://www.opa.ca.gov).

## Access Checklist

- I need a bus stop or parking space close to the building.
- I need a path with ramps from the parking or bus to the building.
- I need wide doorways to get into and through the building.
- I need an accessible restroom.
- I need an accessible scale.
- I need an exam table that lowers to 17-19 inches from the floor.
- I need help getting on and off the exam table.
- I need to bring my service dog.

Other needs:

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