DISABILITIES RESOURCE CENTER
Accessible Health Care For People With Disabilities Is Our Priority

Your Care. Our Commitment.
WHAT IS THE DISABILITIES RESOURCE CENTER?

The Disabilities Resource Center (DRC) was established in 2007 to ensure that health care is accessible to people with disabilities at UPMC. Our work focuses on four areas: education and training, facility accessibility, community engagement, and policy.

Our DRC Advisory Council consists of disability experts and advocates from our community and UPMC, and guides our work. The work of the DRC is supported internally by the UPMC Disability Champions, the DRC Physician Advisory Group, and the Facility Review Committee.
UPMC IS COMMITTED TO PROVIDING EQUAL ACCESS TO HEALTH CARE TO INDIVIDUALS WITH DISABILITIES.

Please Let Us Know:
If you are a patient or visitor with a disability at a UPMC facility and need an accommodation including:

- Interpreter or other auxiliary service
- Wheelchair accessible space or equipment
- Written materials in alternate formats
- Assistance with completing forms, transferring or other activities
- Accompaniment by a service dog

Please inform the employee scheduling the appointment or admission and your health care provider of your accommodation needs allowing sufficient time for us to arrange the accommodation.

In the event of an emergency, let the paramedics and emergency room employees know about your accommodation needs.

We want to know how we can help you. Please tell us the best way to communicate with you, the best way for you to be transferred, and how we can assist you.
RESOURCES AVAILABLE

We have a variety of resources to make your hospital stay accessible to you.

• Communication, assistive listening, and sound signaling devices
• Magnification devices and other aides for written material
• Braille and large print versions of common forms
• Communication boards for basic communication needs
• Interpreters will be provided when required
• You may be asked to communicate using a video remote interpreter
IF YOU HAVE QUESTIONS

If you have questions or concerns about accommodations during your hospital stay, talk to the nursing staff or patient relations. If you are an outpatient, talk to the nursing staff or the office manager. The Disabilities Resource Center is available to answer questions and direct you to resources.

Information on your patient rights can be found at UPMC.com.
If you have questions or concerns about accessing healthcare, please contact us at:

**UPMC DISABILITIES RESOURCE CENTER**

Mailing address:
10th Floor, Suite 10072
3600 Forbes at Meyran Ave.
Pittsburgh, PA 15213
VP/TTY: 412-605-1483
Fax: 412-647-3222
DisabilitiesResource@UPMC.edu

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