



## **Frequently Asked Questions (FAQs)**

### **Accommodations available at UPMC Hospitals for Patients, Visitors, and Guests with a Mobility Disability**

UPMC is committed to giving the best care possible to patients who have a mobility disability, making sure that all patients and visitors have equal access to health care.

#### **What should a patient with a disability do when going to a UPMC hospital to make sure their needs are met?**

- Tell hospital staff about any accommodation needs, such as a transfer board.
- Please mark all personal belongings with your name and contact information in the event that the items are lost or misplaced. Please understand that you are responsible for all personal items brought to the facility.
- If bringing a service animal, make plans for someone to feed, water, and toilet the animal while you are in the facility. Service animals are allowed unless the animal is not under control and the owner/handler does not take strong, useful action to control it. All service animals must be housebroken.

#### **What types of accommodations are available at UPMC hospitals?**

- Accessible exam/treatment/inpatient rooms
- Assistance with self-care tasks such as eating, bathing, and toileting
- Assistance with patient transfer
- Accessible parking and accessible restrooms
- Accessible medical equipment, including:
  - Beds
  - Mechanical lifts/transfer boards
  - Accessible call bells
  - Wheelchair scale
  - Pressure relief mattress
  - Positioning trapeze

#### **Do patients, visitors, and guests pay for accommodations?**

No. The facility or health care provider provides accommodations free of charge.

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### When do I ask for an accommodation?

If you need help, ask when scheduling hospital stays or appointments (as well as follow-up appointments):

- **Hospital Admissions**
  - If your hospital visit begins in the emergency department, ask for help when you come to the hospital.
  - If your hospital visit is scheduled, tell the admissions staff (ex: the scheduler or receptionist) and your health care provider ahead of your stay or visit.
  - If you are in the hospital, ask your nurse. If they cannot help you, [contact Patient Relations](#).
- **Surgical Scheduling**
  - Tell your surgeon and the surgery scheduler of any assistive devices or accommodations that would ease your surgery. For example, the need for pressure relieving positioning during surgery to reduce the risk of pressure ulcers.
- **Office Visits**
  - When scheduling your appointment, tell the scheduler your accommodation needs, such as preferred equipment to help you transfer onto a medical table. Staff can work with you to meet your needs.
- If you are scheduling a visit or stay at a UPMC hospital, you can call the Disabilities Resource Center to learn more about taking part in the **Let Us Help You (LUHU) program**. Through this patient care coordination program, the Center will work with you and the hospital to pre-schedule communication assistance and accommodations before your stay or visit. Call the Center at 412-605-1483 for more information.

### What else can I do to make sure I get the help that I need?

Tell the staff right away if you feel that your accessibility and/or accommodation needs are not being met, and ask for other help.

- **MyUPMC**
  - MyUPMC is an electronic portal to help you communicate with your doctor's office and access your medical records through your computer or tablet. Visit MyUPMC at: [www.myupmc.com](http://www.myupmc.com).



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### **Who do I ask or go to if I have questions or concerns?**

- Ask a person on your health care team, such as he:
  - Nurse or unit director
  - Social worker
  - Case manager
  - Your doctor
  - Other health care providers based on your health issue
  - [Patient Relations Department](#)
  - The Disabilities Resource Center at 412-605-1483 or [disabilitiesresource@upmc.edu](mailto:disabilitiesresource@upmc.edu)