



CHECKLIST FOR ACCESSIBLE DRIVE-THRU MEDICAL SITES

PLANNING

- Involve disability community in planning
- Expect accommodation/modification of policy/practice/procedure requests

EQUAL ACCESS

- Vertical clearance and access aisles for wheelchair-accessible vans
- Service animal performing task(s) for an individual with a disability
- Effective communication
 - For people who are deaf and hard of hearing
 - For people who are blind or have low vision

STAFF TRAINING

- Disability etiquette

ADDITIONAL MEASURES FOR GREATER ACCESSIBILITY

- An instructional video display at the entry in all formats
 - Plain language
 - American Sign Language (ASL)
 - Captioned
- Strong WI-FI signal to connect personal communication and video remote-interpreting devices
- Mail-out self-administered medical test kits to people who are unable to leave their homes or arrive by vehicle to the drive-thru site.