



**PATIENTS WITH DISABILITIES:
ADA ACCESSIBILITY POLICY**
Origination Date: January 27, 2023

I. Policy

It is the policy of First Urology to provide equal access to safe and effective healthcare services for all patients in accordance with relevant and applicable standards under Title III of the Americans with Disabilities Act, 42 U.S.C. § 12181, *et seq.*, (ADA) and/or Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 701, *et seq.*, the regulations promulgated thereto, and the 2010 DOJ/HHS Guidance Access to Medical Care For Individuals With Mobility Disabilities. This includes providing reasonable modifications that will enable with people with disabilities to receive medical care.

II. Purpose and Scope

This policy is designed to establish and maintain:

- Specific procedures and requirements for providing equal access to medical equipment including Accessible Medical Equipment and examination room access for patients with disabilities which are free from Access barriers; and
- Consistent practices in clinic and outpatient services for lifting, positioning, or transferring any patients with disabilities where medical procedures, examination, or treatment require it.

This policy addresses both existing conditions and new construction and is designed to comply with all applicable accessibility laws and regulations.

III. Non-Discrimination

First Urology is committed to providing services that are free of discrimination against individuals with disabilities. Accordingly, First Urology strictly prohibits discrimination against its patients with disabilities in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations it provides.

IV. Grievances and Complaint Resolution Procedure

Current or prospective patients, patients' family members, and patients' caregivers may file a written complaint with First Urology regarding its provision of services and accessibility of facilities and equipment for individuals with disabilities. Current or prospective patients, patients' family members, and patients' caregivers making verbal complaints will be provided a copy of this policy explaining that a complaint must be filed in writing with any one of First Urology's ADA Coordinators, who include: Mike Shannon, CEO (mshannon@1sturology.com), Dana McGehee (dmcgehee@1sturology.com), Tammy Arbuckle (tarbuckle@1sturology.com), Jessica Donlon (jdonlon@1sturology.com), Tara Miller (tmiller@1sturology.com); or First Urology, Attn: ADA Coordinator, 101 Hospital Blvd., Jeffersonville, IN 47130. The complaint must include the complaining individual's name and contact information. The complaining individual shall not be retaliated against for making such a complaint.

Upon receipt of such a complaint, First Urology will promptly review and, if necessary, investigate the complaint within a reasonable timeframe. First Urology will then promptly notify the complaining individual about the outcome of its review and/or investigation. First Urology will provide written updates on the status of this review and/or investigation to the complaining individual every 30 days until it is complete. If an individual wishes to appeal First Urology's decision, it may do so in writing, and First Urology will provide its response within ten business days.

For individuals with disabilities who require it, alternative means for filing a complaint or appeal that is otherwise required to be made in writing under this procedure will be made available upon request to First Urology's ADA coordinators identified above.

First Urology will retain any documents and files related to such a complaint will be retained for at least one (1) year.

A copy of Sections I, II, III, and IV of this Policy shall be posted in plain sight in the reception area or other designated common area to inform patients and visitors of First Urology's anti-discrimination policy and grievance/complaint resolution procedure. A copy of this policy in its entirety shall be made available to patients upon request or upon any patient inquiry about disability accommodations.

Any copies required to be made available to patients under this policy will be made available in alternative formats, such as audio/large print, to individuals with disabilities who require it.