



## **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.