

## **Medi-Cal Healthcare Access Investigation**

DREDF is conducting an investigation into whether people with disabilities whose healthcare is paid by Medi-Cal are experiencing problems in obtaining health care services in California due to architectural access barriers (e.g., stairs, narrow doorways, lack of grab bars) or programmatic access problems (e.g., a health care provider's refusal to reasonably modify office or clinical policies, practices or procedures when needed). We are interested in learning about accessibility problems you or your children might have experienced when you sought care from your physicians or when you had medical tests such as radiology exams, mammograms or blood tests. We are also interested in learning if you or your children have not received appropriate accommodations such as materials in accessible formats or Sign Language Interpreters or modified appointment times, or have not been provided with access to a height adjustable examination table that lowers to wheelchair seat height, wheelchair accessible weight scales or lifting assistance by your healthcare provider when requested. Please also let us know if your healthcare provider has never informed you of your right to appropriate accommodations when seeking healthcare.

We request information that includes:

- your name and contact information (including city and county);
- disability of the person seeking healthcare services;
- the accommodation(s) sought from healthcare providers (e.g., architectural or programmatic adjustments that you require to receive effective healthcare services);
- your particular health plan or health management organization (HMO);
- name, city and county of any healthcare provider(s) involved;
- date(s) of your experience(s);
- description of your experience(s), including positive and negative experiences;
- any other information you believe is important.

If you would like to share your experiences with us and Medi-Cal pays for your healthcare, please contact us by mail, e-mail, fax, or telephone as follows:

Attn: Medi-Cal Healthcare Access  
Disability Rights Education and Defense Fund, Inc. (DREDF)  
2212 Sixth Street  
Berkeley, CA 94710  
Tel: 510-644-2555 ((V/TDD))  
Fax: 510-841-8645  
E-mail: [hmin@dredf.org](mailto:hmin@dredf.org)