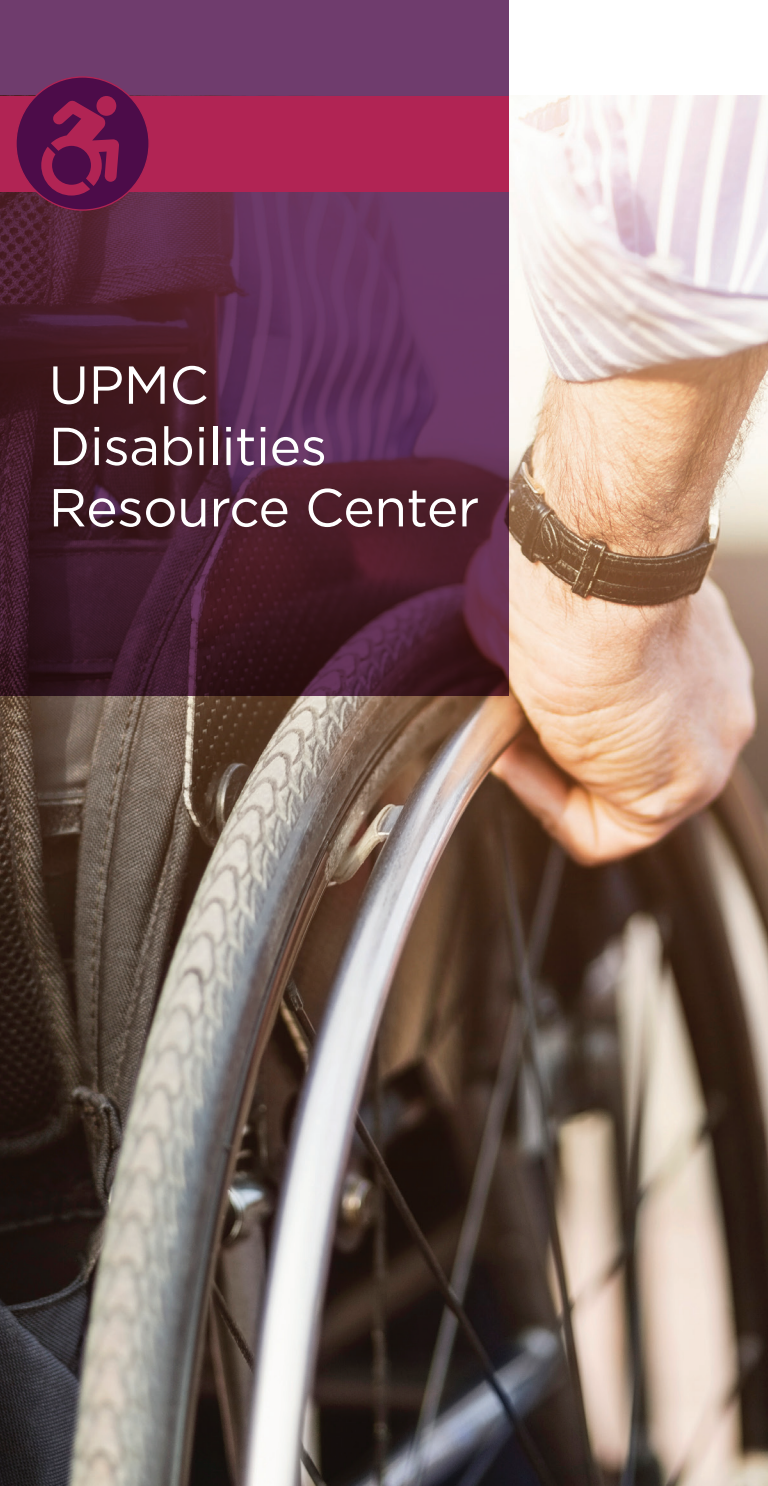




UPMC Disabilities Resource Center





What is the UPMC Disabilities Resource Center?

The Disabilities Resource Center (DRC) was established in 2007 to make sure that health care is accessible to people with disabilities at UPMC. Our work focuses on:

- Providing education and training
- Conducting reviews and assessments of our hospitals and facilities
- Reviewing policies and practices on accessible health care

Our DRC Advisory Council has disability experts and advocates from our community and UPMC. The work of the DRC is supported internally by the UPMC Disability Champions, the DRC Physician Advisory Group, and the Facility Review Committee.

UPMC is committed to providing equal access to health care to individuals with disabilities.

Please Let Us Know:

If you are a patient or visitor with a disability at a UPMC facility and need an accommodation including, but not limited to:

- Interpreter or other auxiliary service
- Wheelchair accessible space or equipment
- Written materials in alternate formats
- Assistance with completing forms, transferring or other activities
- Accompaniment by a service dog

Please tell the staff member scheduling your appointment or admission as well as your health care provider about your accommodation needs so that we have enough time to arrange the accommodation.

In the event of an emergency, let the paramedics and emergency room staff know about your accommodation needs.

We want to know how we can help you. Please tell us the best way to communicate with you, the best way for you to be transferred, and how we can assist you.

Resources Available

We have a variety of resources to make your hospital stay accessible to you. Some of these resources include:

- Communication, assistive listening, and sound signaling devices
- Magnification devices and other aides for written material
- Braille and large print versions of common forms
- Communication boards for basic communication needs
- In-person American Sign Language interpreters
- Video remote interpreters





If You Have Questions

If you have questions or concerns about accommodations during your hospital stay, talk to the nursing staff or Patient Relations. If you are an outpatient, talk to the nursing staff or the office manager. The UPMC Disabilities Resource Center is available to answer questions and direct you to resources.

Information on your patient rights can be found at [UPMC.com](https://www.upmc.com).



If you have questions or concerns about accessing our health care services, please contact us at:

UPMC Disabilities Resource Center

7th Floor, Suite 7015

3600 Forbes at Meyran Ave.

Pittsburgh, PA 15213

VP/TTY: **412-605-1483**

Fax: **412-647-8401**

UPMC.com/DRC

DRC@UPMC.edu



**Created with input from the UPMC
Patient and Family Advisory Council (PFAC)**

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