

Accommodations Available at NMH

Accommodations are modifications that enable our patients to perform tasks, access services, and participate in activities that might otherwise be difficult

Clear Face Mask



Use: For patients who are hard of hearing and benefit from lip reading

How to locate: Contact unit leadership or visit your centralized accommodation storage on unit

To reorder: NM marketplace #390561

Additional tips: For urgent needs, contact interpretations services

Audio Amplifier



Use: For patients with hearing impairments. It amplifies sounds closest to the listener while reducing background noise.

How to locate: Contact nursing leadership or visit your centralized accommodations storage on unit

For reordering: NM Market place item #309649

Additional tips: Also referred to as a “pocket talker.” Utilize new earbud coverings with each use.

Sip N Puff Call Light



Use: For patients with limited manual dexterity

How to locate: Sentact

Set up

Device will come up on an IV pole and bedside staff responsible for setting up device

Step 1: Plug in electric cord to head wall

Step 2: Disconnect nurse call light remote and connect sip and puff device to the call-light cord

Step 3: Install tubing to goose neck until an audible click is heard

Return

When the patient is discharged, bedside staff is responsible for removing from room, place IV pole/device in soiled utility room

Step 1: Disconnect disposable tubing and dispose of it in garbage

Step 2: Disconnect Sip Puff device from call-light cord and re-connect nurse call light remote to call-light cord

Step 3: IV pole with mounted items placed in the soiled utility room. Supply chain to come and pick up IV pole

*If patient is transferred to another unit, send with the patient to new unit

Soft Touch Call Light



Use: For patients with fine motor limitations or cognitive deficits impacting their ability to utilize traditional nurse call light

How to locate: Sentact

Communication Board



Use: For patients who are non-verbal, and or have difficulty speaking

How to locate: Contact unit leadership or visit your centralized accommodation storage on unit

To reorder: NM Marketplace: item #081565811

Additional tips: For urgent needs contact interpretation services

Scan the QR code for printable communication boards



Magnifier



Use: To help a patient read handouts or view an object

How to locate: Contact unit leadership or in your centralized storage on unit

To reorder: Punchout to Office Depot item #552628

White Board



Use: For patients with verbal communication limitations

How to locate: Contact unit leadership or visit your centralized accommodation storage on unit

Additional tips: For urgent needs, contact interpretation services

Large Text Print



How to locate: See “How to Print Patient Handouts in Large Font” for instructions on enlarging patient handouts & options to read document aloud

How to Document Disability Accommodations in EPIC

Step 1: Open demographics tab

*may need to search for demographics tab if it does not automatically appear

Step 2: Under basics tab, scroll down to disability accommodations

Step 3: Select accommodations

Step 4: Double check your selected disability accommodation is visible on the patient's storyboard.

Documentation of Disability Status

There is a live questionnaire that patients can answer via MyNM Chart or in person during admission. This can help guide you in identifying any potential accommodations a patient may need. To locate it: Go to Disability Accommodations --> on the Left side, you will see disability status --> Click on “Disability Status” and fill out questionnaire.

The screenshot shows the 'Disability Accommodations' form. On the left sidebar, under 'Disability Accommodations', the 'Disability Status' option is circled in red. The main form area is titled 'Disability Status' and includes a 'Time taken' field with a date of 5/6/2026 and a time of 1504. Below this, there are several questions with radio button options for 'Yes', 'No', and 'Prefer not to say'. The questions are: 'Due to a disability, do you need any additional assistance or accommodations during your visit?', 'Are you deaf, or do you have serious difficulty hearing?', 'Are you blind, or do you have serious difficulty seeing, even when wearing glasses?', 'Do you have difficulty remembering or concentrating?', 'Do you have serious difficulty walking or climbing stairs?', 'Do you have difficulty dressing or bathing?', 'Do you have difficulty doing errands alone, such as visiting a physician's office or shopping?', 'Using your usual language, do you have difficulty communicating, understanding, or being understood?', and 'I am still not sure if I have a disability or if I need additional assistance or accommodation.' At the bottom of the form, there is a 'Create Note' button.

Disability Accommodations

Disability Status

Time taken: 5/6/2026 1504

Responsible Create Note Macro Manager

Show Row Info Show Last Filed Value Show Details Show All Choices

Disability Status

Due to a disability, do you need any additional assistance or accommodations during your visit?

Yes, I need additional assistance or accommodation. No, I don't have a disability, or I don't need additional assistance or accommodation.

I am not sure if I have a disability or if I need additional assistance or accommodation. I don't wish to answer.

Are you deaf, or do you have serious difficulty hearing?

Yes No Prefer not to say

Are you blind, or do you have serious difficulty seeing, even when wearing glasses?

Yes No Prefer not to say

Do you have difficulty remembering or concentrating?

Yes No Prefer not to say

Do you have serious difficulty walking or climbing stairs?

Yes No Prefer not to say

Do you have difficulty dressing or bathing?

Yes No Prefer not to say

Do you have difficulty doing errands alone, such as visiting a physician's office or shopping?

Yes No Prefer not to say

Using your usual language, do you have difficulty communicating, understanding, or being understood?

Yes No Prefer not to say

I am still not sure if I have a disability or if I need additional assistance or accommodation.

Yes No Prefer not to say

Create Note

It is important to document your actionable steps you took to ensure your patient has been provided with the proper accommodations. Documenting also ensures that the rest of the interdisciplinary team is also informed. If you have provided or are aware of the patient receiving the accommodation(s) needed, go Disability Accommodations --> Received

The screenshot displays the Epic EMR interface for 'Disability Accommodations'. The top navigation bar includes tabs like Summary, Notes, Chart Re..., Results, Allergies, History, Flowsheets, Education, Goal Out..., Annotate..., IP Adult OT, and 'D Disability Accommodations', which is circled in red. On the left sidebar, under 'Disability Accommodations', the 'Received' tab is selected and circled in red. The main content area is titled 'Disability Accommodations Received' and shows a list of accommodations with checkboxes. The 'Written Communication' checkbox is highlighted in blue. Other checkboxes include 'Accessible PDF', 'Accessible Weight Scales', 'Accompanied by Caregiver', 'Adjustable Exam Table', 'Adult Changing Area', 'ASL', 'Assistance Completing Forms', 'Bariatric Equipment', 'Braille Patient Material', 'Bringing Personal Wheelchair', 'CART Services (Real-time captioning)', 'Clear Masks', 'Communication Boards', 'Documents Read Aloud', 'Human Guide for Room Orientation and Facility Navigation', 'Large Print (18 pt.) Patient Material', 'Lift or Other Transfer Aids', 'Light Touch Call Light', 'Lip Read', 'Magnifier', 'PDF', 'Picture Cards', 'Plain Language', 'Pocket Talker (Sound Amplifier)', 'Service Animal', 'Signature Guides', 'Simple Explanations, Additional Time to Respond to Questions', 'Sip and Puff Call Light', 'Staff Assistance with Changing Clothes and Toileting', 'Staff Assistance for Notetaking', 'Staff Assistance with Patient Kiosks', 'Staff Assistance with Pushing Wheelchair', 'Staff Assistance for Reading Written materials', 'Staff Assistance with Transferring, Positioning, and Procedural Support', 'Staff Assistance with Written Forms', 'T.V. Closed Caption', 'TTY or TDD (Hospital)', 'Voice Amplifier', and 'Wheelchair'. At the bottom, there are buttons for 'Create Note', 'Restore', 'Close', 'Cancel', 'Previous', and 'Next'.

How to Print Patient Handouts in Large Font

- For AVS: Go to the patient's AVS in Epic > Select the up arrow (^) next to "Print AVS" > Select "AVS Preview and Options" > In bottom left corner under "Change Font Size," select the large "A" on the right > Select Print button.
- For educational materials in Krames: Select the Document Name > Select "Text Size" dropdown > Select "Larger" > Select "Go." Program Needs Assessment & Questionnaire
- For other educational materials: If in Word, staff can highlight text and change the font to 18 pt or larger and then print the file.
- If staff do not have access to an editable Word version of a document, they can enlarge the text in the printer settings before printing (e.g., scale to 130% and print on 11 x 17 paper).

Documents Read Aloud

- Staff reads the document aloud. For the Universal Consent Form, staff can also direct the patient to call 630-938-6377 to listen to a recording of the form in English or Spanish.
- If a patient requests to audio record while information is read aloud, we can allow this as a reasonable accommodation for a disability, as long as all parties in the conversation agree to it.

For more information scan the QR below

