Module 3

Video 1: What are physically accessible health services and why are they important?
Definition: Physical accessibility

“the availability of good health services within reasonable reach of those who need them and of the opening hours, appointment systems and other aspects of service delivery that allow people to obtain the services when they need them”
Why is removing physical barriers important?

- Everyone will experience impairment at some point in their life.
- Physical barriers prevent people with impairments from accessing health care.
- Physically accessible health facilities benefit everyone.
- To enable universal health coverage and equitable access to health care.
Physical barriers in the journey to accessing health care

Location of health facilities

Transport to and from health facilities

Health service infrastructure – buildings, pathways, parking areas

Equipment and furniture – examination tables, diagnostic equipment, reception desk

Amenities – drinking water, handwashing facilities, toilets
Common physical barriers at health facilities

- Uneven pathways to entrance
- Steps at entrances and within buildings
- Ramps exist but are blocked
- Door handles too high or doors very heavy
- Doorways too narrow for wheelchairs
Common physical barriers at health facilities

- Reception desks too high
- No accessible toilet facilities
- Furniture blocking hallways and access in waiting rooms
- Inaccessible drinking water and handwashing stations
- Examination tables not height adjustable
What are physically accessible health facilities?

Enable people with disability to use health facilities **safely and with dignity**

Can be **reached easily** by people with disability

Transport is **accessible** and costs are **affordable**
What are physically accessible health facilities?

Opening hours and appointment systems allow people to obtain services when they need them or when a support person can attend.

People with disability are able to enter and move around health facility buildings easily.

Amenities, including toilets, handwashing facilities and drinking water, are accessible.
Step 3: Activity: Is your accessible design actually physically accessible?