To Whom It May Concern,

My name is -----, and I am a patient of Dr. -----. As a patient who is blind/visually impaired, I am writing to ask for specific considerations when visiting your medical facility, as I believe I should receive equal access to my own information as any sighted patients would automatically be granted.

Specifically, I am asking that you please take the following steps to make your documents, forms and all other processes accessible to everyone, including blind people like me:

1. Provide all bills, instructions, labs, reports and other correspondence in an accessible, electronic digital text format that is prepared and tagged in accordance with existing industry best practices, guidelines and standards, such as the Web Content Accessibility Guidelines.

2. Make sure all processes, including check-in and check-out, are designed and implemented in a manner that works for all patients whether or not they are able to see. For example, if kiosks or tablets are used, the vendor should have a clear plan for making them accessible to patients with disabilities.

3. Draft and implement an accessibility policy and provide training to all management and staff to ensure it is followed consistently.

While you are working to address the long-term accessibility concerns I have just outlined, I am asking for the following considerations, which include:

1. Accessibility to your health services and documentation. Some examples of these requests may be to ask that I receive correspondence from the health care provider in: Large Print, Braille, Email, or a phone call.
2. I would also ask for a private place where a staff person can help complete necessary medical forms.
3. A text message or phone call to remind me of my appointment instead of a printed letter or postcard would also be quite helpful.
4. If you provide a patient portal, I may need assistance with setting it up and learning to use it with assistive technology. If the patient portal has not been designed for accessibility, then I may need considerable assistance from a staff member over the phone from time to time.

Thank you for giving consideration to these issues. Not only will following these examples benefit me as a patient regarding independence and privacy, but much of what I refer to is mandated by the effective communications and reasonable accommodations provisions required by your country’s laws.

I thank you for your thoughtful consideration and I look forward to working with you on these matters.

Respectfully,