



## Shepherd Center

### Questions to Ask Your Doctor Prior to your Appointment

#### **Office Parking Area:**

- Is there accessible parking near the entrance to the building?
- Does the accessible parking offer adequate room adjacent to the parking space to allow for a wheelchair ramp to extend?
- Are the parking areas, walkways and entrances to the building covered for weather protection?
- If there is a parking structure, is there a clearance height of at least 8 feet?

#### **Office Entry & Waiting Room:**

- Are automatic doors located at interior and exterior entrances?
- Is the front entrance accessible with ramp and curb cut?
- Are doorways to the office entrance, bathrooms and exam rooms at least 32 inches wide?

#### **Bathroom:**

- Are shelves with patient supplies and specimen cabinet within reach from a seated position?
- Is there enough space for a 5-foot-wide turning radius within the room?
- Is there a grab bar located near the toilet?

#### **Office Exam:**

- I am unable to use a standard scale. How would you recommend I get weighed?
- Do you have enough space next to the exam table to accommodate my wheelchair? (2.5' x 4' required)
- Do you have an exam table that can lower? (17-19" off floor is recommended) If so, can it be reserved for my appointment?
- Do you have additional staff to help me move from my wheelchair to the exam table, or should I bring my lift?
- Would your mammography machine lower enough to accommodate a woman in a seated position? If not, what modifications can be made so I can have a mammogram?

## Tips for a Successful Office Visit

- When you first call, ask to speak to an office administrator if possible to get your questions answered. Be sure to note their name for future reference.
- Know the height of your vehicle if it is an oversized vehicle.
- Be aware of barriers within the parking structure for oversized vehicles (i.e., speed bumps, low beams).
- Know the width of your wheelchair.
- Let the office staff know if you are using a power or manual wheelchair. If they have a larger room, ask if they can reserve that exam room for you.
- Tell the scheduler that your appointment may take a little longer. They may want to schedule your appointment right before lunch or at a time of day that allows for extra time.
- Bring a caregiver with you to help if needed.
- Consider wearing clothing that is easy to remove if necessary for your exam.
- Determine if you need to bring equipment to assist you with positioning, transfers or bladder management.
- Bring hand sanitizer or antibacterial wipes in case you are unable to access the bathroom sink.
- Let the office staff know if you need additional specific accommodations.

2020 Peachtree Road, NW Atlanta, GA 30309-1465 404-352-2020 [shepherd.org](http://shepherd.org)