

Reasonable Accommodation Policy

The Americans with Disabilities Act provides protection for all people with disabilities, requiring that individuals with disabilities be provided with the same rights and services as the general public. To this end, Monmouth Medical Center will provide assistance to passengers who may require more than the assistance of mobility aids (i.e., walker, cane, braces, etc.).

For those passengers who may require additional assistance, the following procedures apply:

- The passenger must inform the Geriatric Health Center (telephone number 732-923-7550) at least 5 days in advance of the day of service, specifying the type of assistance requested.
- Monmouth Medical Center staff will log the information in the Trip Request and inform a supervisor of the request.
- If the request is not clearly understood by the supervisor, the passenger will be contacted to clarify the request.
- Management will review the request and any reports developed by supervisors prior to the day of service to determine whether the request is reasonable and how the request shall be handled.

Whether the request is accepted or denied, the passenger will be informed by Monmouth Medical Center prior to the day of service. If the request is denied, specific reasoning supporting the decision shall be written.

Prior to the day of service, management will provide instruction to the assigned driver about the requested assistance and how to meet the request.

If the passenger does not agree with the decision about denial of the request, an appeal may be made in writing to the Patient Satisfaction Department at Monmouth Medical Center. The appeal will be reviewed by the Patient Satisfaction Department at Monmouth Medical Center, Inc.